

AGENDA

COMMITTEE ON HUMAN RESOURCES/INSURANCE

May 04, 2021

**Aldermen Stewart, Hirschmann
Barry, Cavanaugh, Roy**

5:45 p.m.

**Online Virtual Meeting
Call +1 (571) 317-3122 and enter
Access Code: 513-117-309
when prompted**

1. Chairman Stewart calls the meeting to order.
2. Due to the COVID-19/Coronavirus crisis and in accordance with Governor Sununu's Emergency Order #12 pursuant to Executive Order 2020-04, this Committee is authorized to meet electronically.
3. The Clerk calls the roll.
4. HR Reports submitted by Kathleen Ferguson, Human Resources Director:
 - Position Summary Report
 - Summary of Arbitrations/Grievances
 - Vacancy Requisition Requests and Approvals
 - Sapphire SmartShopper Report*(Note: Provided for informational purposes only; no action is required.)*
5. Communication from Andre Parent, Assistant Fire Chief, requesting a title change for the position of Fire District Chief to Fire Battalion Chief.
Gentlemen, what is your pleasure?
6. Communication from Matthew Lamothe, Deputy Fire Chief, requesting revisions to the class specification for Firefighter, grade 17.
Gentlemen, what is your pleasure?

7. Communication from Tiffany Lucas, DPW Business Services Officer, requesting the following:
- Increase the grade for an Electrician I from a 16 to an 18
 - Increase the grade for a Traffic Signals Technician II from a 16 to an 18
 - Increase the grade for an Electrician II from a 17 to a 19
 - Increase the grade for a Traffic Signals Supervisor from a 17 to a 19
 - Add one (1) Electrician II to the Facilities Division complement
- Gentlemen, what is your pleasure?**
8. Communication from Philip Croasdale, Water Works Director, requesting the addition of a new class specification, Watershed Patrol Officer (Seasonal/Temporary), grade 16.
- Gentlemen, what is your pleasure?**

TABLED ITEMS

(A motion is in order to remove any item from the table.)

9. Communication from Alderman Roy recommending the hiring of an independent firm to evaluate the Fire Department.
(Note: Tabled 1/5/2021; referred to the HR Committee by the BMA on 12/15/2020).
10. Communication from Alderman Terrio requesting that healthcare benefits be extended for an additional six months for the family of firefighter James McNeil.
(Note: Tabled on 2/2/2021.)
11. Discussion regarding the development of a formal procedure for the selection of City officers.
(Note: Tabled 1/5/2021; referred to the HR Committee by Alderman O'Neil at the 10/6/2020 BMA meeting.)
12. If there is no further business, a motion is in order to adjourn.



City of Manchester

Human Resources Department

One City Hall Plaza
Manchester, New Hampshire 03101

Tel: (603) 624-6543
Fax: (603) 628-6065

DATE: April 1, 2021

The Honorable Mayor Craig
And Board of Aldermen
City of Manchester
Manchester, NH 03101

Re: Position Report Summary

Dear Mayor Craig and Board of Aldermen:

Attached is the authorized position report for the above date. Below is a summary of changes that took place since the last report.

DEPARTMENT	DATE	POSITION	NEW VACANCY	NEW HIRES
Information Systems	03/27/2021	Computer Operator II	***	
Tax	03/01/2021	Customer Service Rep. III	*	
Tax	03/01/2021	Accounting Technician		*
Tax	03/01/2021	Accounting Technician	*	
Tax	03/01/2021	Customer Service Rep. III		*
Aviation	03/08/2021	Accounting Specialist II	*	
Aviation	03/08/2021	Accounting Technician		*
Waterworks	03/15/2021	Information Support Specialist		*
Waterworks	03/01/2021	Utility Inspector II	**	
Waterworks	03/01/2021	Engineering Technician II	*	
Waterworks	03/01/2021	Utility Inspector II		*
Fire	03/01/2021	Fire Lieutenant	**	
Fire	03/01/2021	Firefighter	*	
Fire	03/01/2021	Fire Lieutenant		**
Fire	03/01/2021	Firefighter		*
Fire	03/21/2021	Firefighter		*
Fire	03/01/2021	Firefighter	**	
Fire	03/21/2021	Emergency Services Dispatcher	*	
Fire	03/21/2021	Information Support Specialist		*
Police	03/29/2021	Police Officer		*
Police	03/29/2021	Police Officer		*
Police	03/01/2021	Crime Analyst	*	
Police	03/01/2021	Emergency Services Dispatcher		*
Police	03/28/2021	Police Sergeant	*	
Police	03/28/2021	Police Lieutenant		*
Police	03/28/2021	Police Officer	*	
Police	03/28/2021	Police Sergeant		*

*Due to Internal Promotions/Demotions/Position Control Changes

**Due to Retirement

*** Due to Resignation

Due to Lay off / % Discharged

Kathleen Ferguson
Human Resources Director



CITY OF MANCHESTER

Human Resources Department

April 23, 2021

To: Will Stewart, Chair
Human Resources and Insurance Committee

From: Kathleen Ferguson, Human Resources Director

Re: INFORMATIONAL ONLY: Summary of Grievances and Arbitrations

Attached is a summary document of outstanding and/or settled union grievances and arbitrations as of April 23, 2021.

KF/caf

April, 2021
Outstanding Grievances and Arbitrations

Department Case Number	Date Filed	GRIEVANCE	STATUS	ARB #/DATE	OUTCOME
AFSCME-Fleet 1-19		Sick Bank	Pre-Arb 1/9/20		Held in abeyance
AFSCME - Master P&R 12-18		OT and classification	Pre-Arb 8/22/18		The Union has withdrawn this matter.
AFSCME - Master 4-19	2/20/2019	Storm coverage and regular workday hours	Pre-Arb 5/14/2019	Arbitration Arb. Cooper 5/3/21	Arbitration has been scheduled for 5/3/21.
AFSCME - Master 5-19	5/29/2020	Plus Rate Laborer	Pre-arb 6/18/2019	Arbitration Arb. Cooper 4/2/21	Arbitration scheduled for 9/8/21. Settlement still pending,
AFSCME - Master 7-19	9/13/2019	Promotion By-Pass	Pre-Arb 1/9/20		Held in abeyance
AFSCME- Master 8-19	10/1/2019	Promotion By-Pass	Pre-Arb 1/9/20		Held in abeyance
1- AFSCME Master-20	2/18/2020	Shift Differential			Held in abeyance
2-AFSCME Local 298-20	7/21/2020	No Call, No Show			Held In abeyance
3-AFSCME Local 298-20	7/23/2020	Promotion By-Pass		Arbitration Arb. Cooper 3/31/21	This arbitration has been canceled. Settlement pending.

Kathleen Ferguson
Human Resources Director



CITY OF MANCHESTER

Human Resources Department

TO: Will Stewart, Chair
Human Resources and Insurance Committee

FROM: Kathleen Ferguson, Human Resources Director

DATE: April 22, 2021

SUBJECT: INFORMATIONAL ONLY: Vacancy Requisition Requests and Approvals

Attached is the Requisition Approval Report used to monitor the filling of vacant positions within the City of Manchester. The report reflects the current practice of submitting the request first to the Human Resource Department for verification of the vacancy. Once confirmed, the request to fill the vacancy is forwarded to the Mayor for approval.

KF/caf

April 2021 Requisition Report

Received	Req. #	Dept.	Position	Replacing	Replacement Name	HR Approved	Sent to Mayor	Mayor Approved
2/1/2021	29-41-21	Health	Public Health Dental Assistant	Temporary		2/3/2021	2/3/2021	2/5/2021
2/2/2021	30-30-21	Fire	Fire Lieutenant	Allard	Gelinas	2/3/2021	2/3/2021	2/5/2021
2/2/2021	31-30-21	Fire	FireFighter	Gelinas	Genthner	2/3/2021	2/3/2021	2/5/2021
2/3/2021	32-20-21	Planning	Planner I - Lead Program	Hogan		2/3/2021	2/3/2021	2/5/2021
2/3/2021	33-29-21	Water	Public Service Worker II	Denver	Trask	2/3/2021	2/3/2021	2/8/2021
2/5/2021	34-50-21	DPW	Public Service Worker II	Goupil		2/5/2021	2/5/2021	2/5/2021
2/9/2021	35-50-21	DPW	Customer Service Representative I	Martin		2/10/2021	2/10/2021	2/16/2021
2/10/2021	36-50-21	DPW	Highway Chief Engineer	Connors	Friend-Gray	2/10/2021	2/10/2021	2/16/2021
2/10/2021	37-33-21	Police	Accounting Specialist II		Hasic	2/11/2021	2/11/2021	2/16/2021
2/11/2021	38-71-21	Library	Librarian I	Graves	Ballard	2/11/2021	2/11/2021	2/16/2021
2/11/2021	39-13-21	Info System	Computer Operator II	Pinsonneault	Salmon	2/11/2021	2/11/2021	2/16/2021
2/12/2021	40-25-21	Airport	Accounting Technician	New Position	Dubois	2/12/2021	2/12/2021	2/16/2021
2/12/2021	41-25-21	Airport	Administrative Services Manager	Ferraro		2/16/2021	2/16/2021	2/16/2021
2/12/2021	42-30-21	Fire	Firefighter	White	Roberts	2/16/2021	2/16/2021	2/16/2021
2/18/2021	43-30-21	Fire	Deputy Fire Chief	New Position	Lamothe	2/18/2021	2/18/2021	2/19/2021
2/18/2021	44-22-21	Tax	Accounting Technician	Lea		2/18/2021	2/18/2021	2/19/2021
2/18/2021	45-41-21	Health	Community Health Worker (2)	Grant Funded	Saidybah	2/18/2021	2/18/2021	2/19/2021
2/19/2021	46-65-21	DPW	Recreation Aide (16)	Seasonal		2/19/2021	2/19/2021	2/23/2021
2/19/2021	47-65-21	DPW	Lifeguard I (33)	Seasonal		2/19/2021	2/19/2021	2/23/2021
2/19/2021	48-65-21	DPW	Lifeguard II Submitting in error--req deleted	Seasonal		2/19/2021	2/19/2021	2/23/2021
2/19/2021	49-65-21	DPW	Aquatics Supervisor (1)	Seasonal		2/19/2021	2/19/2021	2/23/2021
2/19/2021	50-65-21	DPW	Recreation Maintenance Worker (12)	Seasonal		2/19/2021	2/19/2021	2/23/2021
2/19/2021	51-65-21	DPW	Recreation Maintenance Worker (5)	Seasonal		2/19/2021	2/19/2021	2/23/2021
2/19/2021	52-65-21	DPW	Recreation Maintenance Worker (1)	Seasonal		2/19/2021	2/19/2021	2/23/2021
2/19/2021	53-65-21	DPW	Recreation Maintenance Worker (12)	Seasonal		2/19/2021	2/19/2021	2/23/2021
2/19/2021	54-65-21	DPW	Recreation Maintenance Worker (12)	Seasonal		2/19/2021	2/19/2021	2/23/2021
2/19/2021	55-65-21	DPW	Recreational Specialist I (33)	Seasonal		2/19/2021	2/19/2021	2/23/2021
2/19/2021	56-65-21	DPW	Recreational Specialist II (9)	Seasonal		2/19/2021	2/19/2021	2/23/2021
2/22/2021	57-65-21	DPW	Equipment Operator III	Newly Reclassified		2/22/2021	2/22/2021	2/23/2021
2/23/2021	58-33-21	Police	Crime Analyst	Cowhey-Draleaus		2/24/2021	2/24/2021	2/26/2021
2/25/2021	59-29-21	Water	Engineering Technician II	Zedon	McGrail	2/26/2021	2/26/2021	2/26/2021
2/26/2021	60-33-21	Police	Emergency Communications Supervisor	Gleason	Josephson	2/26/2021	2/26/2021	2/26/2021

2021 Requisition Report

Received	Req. #	Dept.	Position	Replacing	Replacement Name	HR Approved	Sent to Mayor	Mayor Approved
2/24/2021	61-33-21	Police	Police Services Specialist	Hasic		2/26/2021	2/26/2021	2/26/2021
2/26/2021	62-25-21	Airport	Airport Maintenance Worker I	Wood	Smith	2/26/2021	2/26/2021	3/5/2021
3/2/2021	63-29-21	Water	Laborer (14)	Temporary		3/4/2021	3/4/2021	3/18/2021
3/2/2021	64-29-21	Water	Watershed Patrol Officer I (1)	Temporary	Request Cancele	3/4/2021	3/4/2021	3/18/2021
3/3/2021	65-65-21	DPW	Lifeguard Supervisor (8)	Temporary		3/4/2021	3/4/2021	3/5/2021
3/4/2021	66-65-21	DPW	Urban Forester	Baer		3/4/2021	3/4/2021	3/10/2021
3/8/2021	67-30-21	Fire	Firefighter	Welch	Jalbert	3/8/2021	3/8/2021	3/10/2021
3/9/2021	68-71-21	Library	Office Assistant	Ballard		3/10/2021	3/10/2021	3/10/2021
3/12/2021	69-4-21	City Clerk	Security Officer	Gonzalez		3/15/2021	3/15/2021	3/18/2021
3/12/2021	70-4-21	City Clerk	Administrative Services Manager	McCarthy		3/15/2021	3/15/2021	3/18/2021
3/16/2021	71-50-21	DPW	Civil Engineer II	Gray		3/16/2021	3/16/2021	3/18/2021
3/16/2021	72-33-21	Police	Police Records Specialist I	Mirolo		3/16/2021	3/16/2021	3/18/2021
3/16/2021	73-50-21	DPW	Traffic Maintenance Worker II	Rice	Rodriguez	3/16/2021	3/16/2021	3/18/2021
3/18/2021	74-33-21	Police	Emergency Services Dispatcher	Josephson		3/18/2021	3/18/2021	3/18/2021
3/23/2021	75-25-21	Airport	Administrative Assistant II	Marsh		3/23/2021	3/23/2021	3/23/2021
3/29/2021	76-29-21	Water	Watershed Patrol Officer Trainee	Temporary		3/29/2021	3/31/2021	3/31/2021
3/29/2021	77-65-21	DPW	Recreation Maintenance Worker I	Plourde	Curry	3/29/2021	3/29/2021	3/31/2021
3/29/2021	78-65-21	DPW	Recreation Maintenance Worker I	Roy	O'Halloran	3/29/2021	3/29/2021	3/31/2021
3/30/2021	79-54-21	Parking	Parking Control Officer	Renelick		3/31/2021	3/31/2021	3/31/2021
4/2/2021	80-30-21	Fire	Fire Chief	Goonan		4/2/2021	4/2/2021	4/2/2021
4/5/2021	81-29-21	Water	Public Service Worker II	McGrail III		4/5/2021	4/5/2021	4/12/2021
4/6/2021	82-29-21	Water	Public Service Worker II	Julian		4/6/2021	4/6/2021	4/12/2021
4/7/2021	83-33-21	Police	Police Records Specialist I			4/8/2021	4/8/2021	4/12/2021
4/7/2021	84-50-21	DPW	Planner I	Sullivan		4/8/2021	4/8/2021	4/12/2021
4/7/2021	85-50-21	DPW	Equipment Operator II	Dickey		4/8/2021	4/12/2021	4/12/2021
4/12/2021	86-50-21	DPW	Refuse Collector	O'Halloran		4/12/2021	4/12/2021	4/12/2021
4/12/2021	87-50-21	DPW	Refuse Collector	Wells		4/12/2021	4/12/2021	4/12/2021
4/8/2021	88-50-21	DPW	Equipment Operator II	Stringer		4/12/2021	4/12/2021	4/12/2021
4/8/2021	89-50-21	DPW	Public Service Worker I	Curry		4/8/2021	4/12/2021	4/12/2021
4/12/2021	90-50-21	DPW	Public Service Worker I	Rodriguez		4/13/2021	4/13/2021	4/20/2021
4/12/2021	91-33-21	Police	Police Officer	Nardelli		4/13/2021	4/13/2021	4/20/2021
4/12/2021	92-33-21	Police	Police Officer	Tirrell		4/13/2021	4/13/2021	4/20/2021

2021 Requisition Report

Received	Req. #	Dept.	Position	Replacing	Replacement Name	HR Approved	Sent to Mayor	Mayor Approved
4/14/2021	93-30-21	Fire	Firefighter	Brenner		4/14/2021	4/14/2021	4/20/2021
4/14/2021	94-71-21	Library	Office Assistant (part-time)	Stover		4/14/2021	4/14/2021	4/20/2021
4/14/2021	95-71-21	Library	Library Clerk I (part-time)	Beaulieu		4/14/2021	4/14/2021	4/20/2021
4/14/2021	96-71-21	Library	Librarian (part-time)	Kimsey		4/14/2021	4/14/2021	4/20/2021
4/14/2021	97-71-21	Library	Library Page (part-time)	Brooks		4/14/2021	4/14/2021	4/20/2021
4/14/2021	98-33-21	Police	Police Officer	Smith		4/14/2021	4/14/2021	4/20/2021
4/14/2021	99-33-21	Police	Police Officer	Kooharian		4/14/2021	4/14/2021	4/20/2021
4/22/2021	100-25-21	Airport	Accounting Technician	Blais				

Kathleen Ferguson
Human Resources Director



CITY OF MANCHESTER

Human Resources Department

April 13, 2021

2021 Requisition Report

To: Will Stewart, Chair
Human Resources and Insurance Committee

From: Kathleen Ferguson, Human Resources Director

RE: Sapphire SmartShopper Report (February, 2021)

Sapphire SmartShopper Report

Attached is the City of Manchester's SmartShopper monthly results for February, 2021.

Total Savings for **February, 2021** was \$29,373. Total YTD savings \$63,915.

- February, 2020 vs. February, 2021 savings is down \$9,582.
- YTD Savings 2020 to 2021 is down \$57,621.
- Activation Rate 47% Activated Shopping Rate 96%, Activated Conversion Rate 81%.
- In November we have 7 new additional activations which is .12% of the 558 households that are activated, 162 shopping searches and 61 incentives paid.

**Feb 2021**

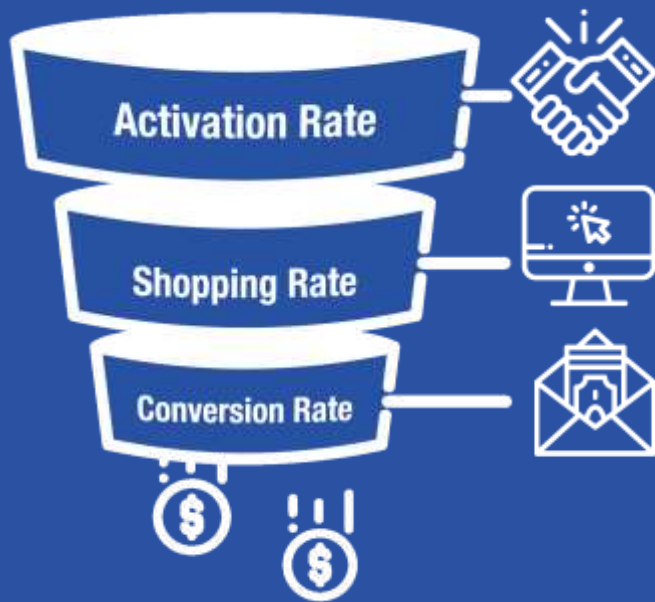
Report Date

PERFORMANCE REPORT**EXECUTIVE SUMMARY-Program to Date****Eligible
Population****2,821**

Members

1,183

Households

**47%**
Activation
Rate**8%**
Activation
Benchmark**558**
Activated Households**96%**
Activated
Shopping Rate**66%**
Activated Shop
Benchmark**537**
Households Shopped**81%**
Shop Conversion
Rate**35%**
Shop Conversion
Benchmark**433**
Households
Receiving Incentive**4,021**
Total
#Incentives**\$3,136,447**

Total Gross Savings

\$297,645

Total Incentives(\$)

\$2,838,802

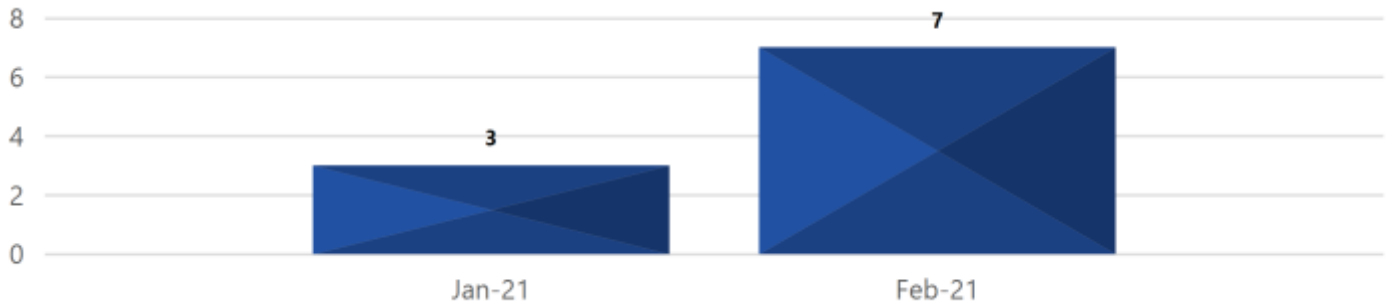
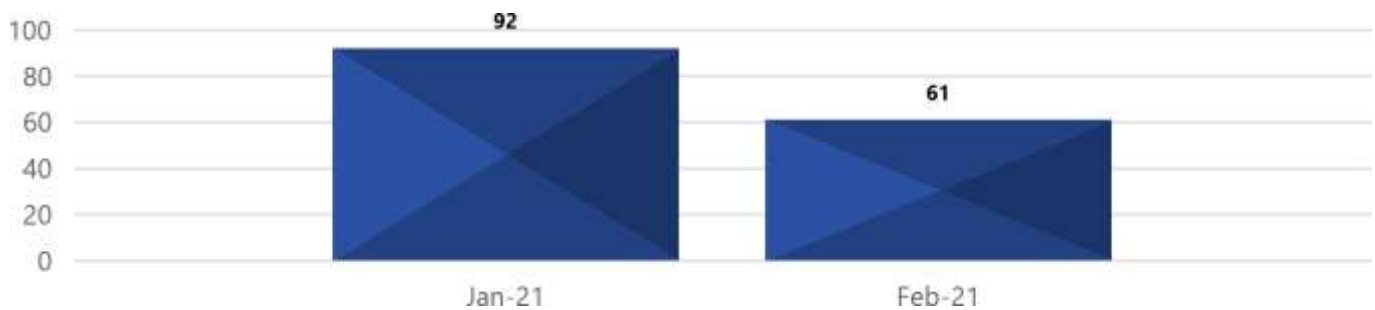
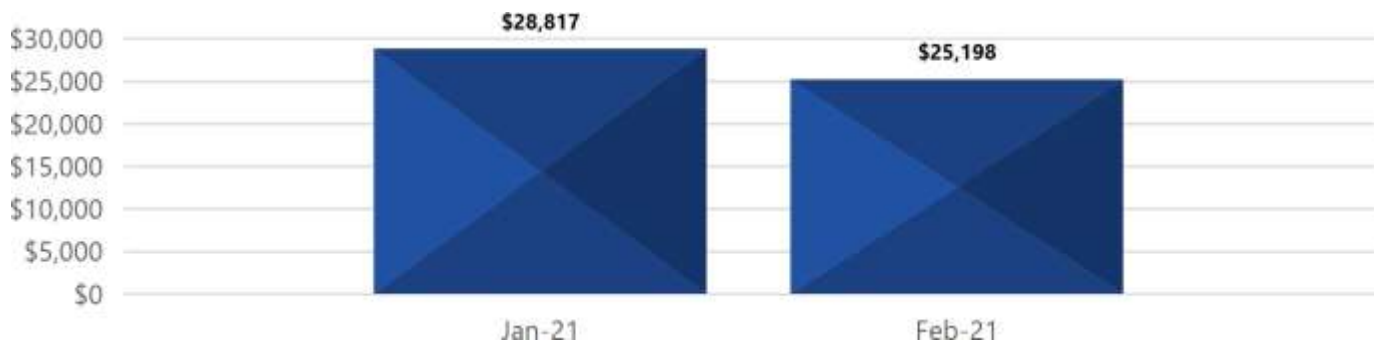
Total Claims Savings

Incentive and Savings Summary

Timeframe	Gross Savings	Incentives Paid(\$)	Claims Savings	Incentives Paid(#)
MTD	\$29,373	\$4,175	\$25,198	61
YTD	\$63,915	\$9,900	\$54,015	153
PTD	\$3,136,447	\$297,645	\$2,838,802	4,021

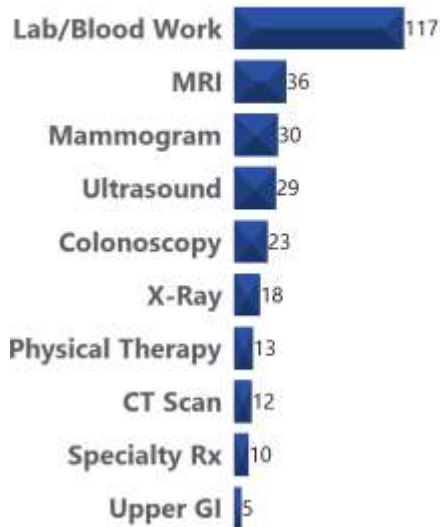
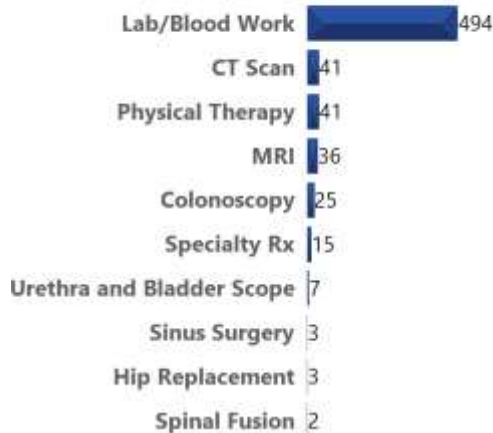
Feb 2021

Report Date

PERFORMANCE REPORT**Activations****Shopping****Incentives****Claim Savings**

Feb 2021

Report Date

PERFORMANCE REPORT**Top Procedures Summary (Jan 2021 - Feb 2021)****Top Shopping Procedures****Top Savings Summary****Missed Opportunity Procedure Summary (Jan 2021 - Feb 2021)****Top 10 Missed Opportunity Claims****Top 10 Missed Opportunity Savings**


Feb 2021
Report Date

PERFORMANCE REPORT

Cost-Effective Breakout By Procedure (Jan 2021 - Feb 2021)

Procedure Name	Incurred Claims	Shopping Activity	Incentives Paid(#)	Incentives Paid (\$)	Savings	Savings Per Case	Sapphire BOB savings(Prior Year)	Potential Savings
Back Surgery	0	0	0	\$0	\$0	\$0	\$3,848	\$0
Bariatric Surgery	0	0	0	\$0	\$0	\$0	\$6,805	\$0
Bone and Joint Imaging	0	0	0	\$0	\$0	\$0	\$645	\$0
Bone Density	2	4	1	\$50	\$135	\$135	\$85	\$85
Breast Biopsy	3	3	0	\$0	\$0	\$0	\$1,198	\$3,595
Breast Lumpectomy	0	0	0	\$0	\$0	\$0	\$0	\$0
Bronchoscopy	0	0	0	\$0	\$0	\$0		\$0
Bunionectomy	0	0	0	\$0	\$0	\$0	\$6,935	\$0
Cardiology Procedure	0	0	0	\$0	\$0	\$0		\$0
Carpal Tunnel	0	0	0	\$0	\$0	\$0	\$1,474	\$0
Cataract Removal	2	0	0	\$0	\$0	\$0	\$1,485	\$2,970
Colonoscopy	25	23	9	\$1,450	\$3,606	\$401	\$1,077	\$17,234
CT Scan	41	12	3	\$450	\$2,925	\$975	\$376	\$14,286
Dilation & Curettage - D&C	0	0	0	\$0	\$0	\$0		\$0
Ear Tubes	6	0	0	\$0	\$0	\$0	\$169	\$1,011
Gall Bladder Surgery	1	0	0	\$0	\$0	\$0	\$5,852	\$5,852
General Surgery Procedure	0	0	0	\$0	\$0	\$0		\$0
Hammertoe Correction	0	0	0	\$0	\$0	\$0		\$0
Heart Imaging(SPECT)	0	0	0	\$0	\$0	\$0		\$0
Hernia Repair	1	0	0	\$0	\$0	\$0	\$2,316	\$2,316
Hip Replacement	3	0	0	\$0	\$0	\$0	\$9,147	\$27,440
Hysterectomy	1	0	0	\$0	\$0	\$0	\$1,286	\$1,286
Hysteroscopy	0	0	0	\$0	\$0	\$0	(\$100)	\$0
Kidney and Urinary Tract Treatment	0	0	0	\$0	\$0	\$0		\$0
Knee Replacement	1	3	0	\$0	\$0	\$0	\$5,420	\$5,420
Knee Surgery	1	1	0	\$0	\$0	\$0	\$1,626	\$1,626
Lab/Blood Work	494	117	96	\$2,400	\$19,872	\$207	\$207	\$82,340
Lithotripsy - Kidney Stones	0	0	0	\$0	\$0	\$0	\$2,160	\$0
Mammogram	60	30	15	\$650	\$1,231	\$82	\$120	\$5,411
MRI	36	36	7	\$875	\$4,548	\$650	\$509	\$14,753
OB/Gyn	0	0	0	\$0	\$0	\$0		\$0


Feb 2021
Report Date

PERFORMANCE REPORT

Cost-Effective Breakout By Procedure (Jan 2021 - Feb 2021)

Procedure Name	Incurred Claims	Shopping Activity	Incentives Paid(#)	Incentives Paid (\$)	Savings	Savings Per Case	Sapphire BOB savings(Prior Year)	Potential Savings
Orthopedic Procedure	2	0	0	\$0	\$0	\$0		\$0
PET Scan	2	2	0	\$0	\$0	\$0	\$3,722	\$7,443
Physical Therapy	41	13	6	\$900	\$9,425	\$1,571	\$1,716	\$60,071
Prostate Surgery	1	0	0	\$0	\$0	\$0		\$0
Shoulder Surgery	2	0	0	\$0	\$0	\$0	\$4,755	\$9,511
Sinus Surgery	3	0	0	\$0	\$0	\$0	\$6,608	\$19,825
Specialty Rx	15	10	5	\$2,500	\$11,000	\$2,200	\$2,873	\$28,731
Spinal Fusion	2	0	0	\$0	\$0	\$0	\$20,338	\$40,677
Tonsils and Adenoids	0	0	0	\$0	\$0	\$0	\$2,352	\$0
Total Revision of Hip and Knee	0	2	0	\$0	\$0	\$0		\$0
Tubal Ligation	1	0	0	\$0	\$0	\$0	\$3,038	\$3,038
Ultrasound	66	29	8	\$325	\$1,341	\$168	\$170	\$9,843
Upper GI	10	5	1	\$250	(\$250)	(\$250)	\$1,188	\$10,690
Urethra and Bladder Scope	7	0	0	\$0	\$0	\$0	\$3,883	\$27,178
Uterine Tissue Biopsy	0	2	0	\$0	\$0	\$0		\$0
X-Ray	189	18	2	\$50	\$181	\$90	\$69	\$12,832
Total	1,018	310	153	\$9,900	\$54,015			\$415,466


Feb 2021
Report Date

PERFORMANCE REPORT

Engagement Details (Program To Date)

Activation	Registration	Shopping	
558 Total HH's Activated	508 Total HH's Registered	537 Total HH's that Shopped	
77% Digital Activation	71% Digital Registration	61% Digital Shopping	55% Male Shopper
23% PAT Activation	29% PAT Registration	39% PAT Shopping	45% Female Shopper

Metric Name	Definition
Activation Rate	Total Activated Households/Total Households
Registration	First instance of a Member validating or providing an email and/or phone number
Shopping	Total number of phone inquiries and web searches by Households
Activated Households that Shopped	How many Activated Households had shop activity for incentivized procedures
Activated Shopping Rate	Total Activated Households that shopped for incentivized procedures/ Total Activated Households
# Incentives Paid	How many Incentives had the client/account received
\$ Incentives Paid	How much had the client/account received from Incentives
Shop Conversion Rate	Total Activated Households receiving an Incentive / Total Activated Households that Shopped
Claims Savings	Calculated as Gross Savings amount - Incentive Amount
Gross Savings	Dollar amount saved by Households choosing to receive care by incentivized providers rather than higher priced providers (original provider cost minus the cost of the incentivized provider). Sum Of Incentive Amounts and Claim Savings.
Savings Per Case	Claim Savings/Incentives Paid
Book of Business Average Savings(prior year)	Average savings per Incentives paid across Sapphires book of business for comparison purposes
Potential Savings	(Incurred Claims-Incentives Paid) * (BoB Average Savings)
Conversion	Member successfully receiving an incentive after shopping

Disclaimer: This report may contain include protected health information ("PHI") and Client represents the report recipient is a permitted recipient under state and federal laws and regulations, including but not limited to HIPAA. In the event such individual is no longer a permitted recipient, Client shall notify Sapphire Digital immediately.

Kathleen Ferguson
Human Resources Director



CITY OF MANCHESTER

Human Resources Department

April 21, 2021

Alderman Will Stewart, Chair
Human Resources and Insurance Committee
City of Manchester
One City Hall Plaza
Manchester, NH 03101

Dear Chair Stewart and HRIC Members:

Assistant Fire Chief, Andre Parent is requesting a title change from job classification Fire District Chief (9110) grade 25 to Fire Battalion Chief (9112) grade 25. According to Assistant Chief Parent, Districts are not referred to in the current aspects of the job, so a revision is necessary.

Assistant Chief Parent confirms Fire Battalion Chiefs will be responsible for the entirety of the City during their assigned shift and not one particular district. He also stated that the title Battalion Chief is an acceptable and common title for this position in the fire service.

The grade will remain at the current grade 25, so the class specification changes will have no effect on the FY 2021, or the FY 2022 budget.

Human Resources recommends changing the Fire District Chief (9110) grade 25, to the new title Fire Battalion Chief (9112) grade 25.

Respectfully submitted,

Kathleen Ferguson, PHR, SHRM-CP
Human Resources Director

Daniel A. Goonan
Chief of Department



Andre R. Parent
Assistant Chief

City of Manchester *Fire Department*

April 16, 2021

Kathleen Ferguson, Director
Human Resources
One City Hall Plaza
Manchester, NH 03101

Dear Kathy,

I am requesting a title change for the position of Fire District Chief Class Code #9110-25. Currently the title District Chief refers to the duty of supervising fire services operations for an assigned number of station houses within the City. This is no longer the case, with the reduction of District Chiefs on duty from two to one per shift. This attrition has occurred over a number of years and the Fire Department has recently reduced the number of overall District Chiefs from five to four. These four District Chiefs are responsible for the entirety of the City during their assigned 24-hour shift, and not one particular "district". The title Battalion Chief is a common term for this position in the fire service, both nationally and regionally. Therefore, I am respectfully requesting the title change for the position from District Chief to Battalion Chief.

The General Statement of Duties on the Class Specification would remove "an assigned number of" and replace it with "all" to accurately represent duties of this position. Under Distinguishing Features of the Class on the Class Specification the Deputy Fire Chief's position would be added to the list of positions the Battalion Chief would report to.

Sincerely,

Andre R. Parent
Assistant Chief

*City of Manchester
New Hampshire*

In the year Two Thousand and twenty-one

AN ORDINANCE

“Amending Section 33.024 and 33.026 (Fire Battalion Chief) of the Code of Ordinances of the City of Manchester.”

SECTION 33.024 CLASSIFICATION OF POSITIONS to be amended as follows:

Reclassify Fire District Chief to Fire Battalion Chief, Class Code 9112

SECTION 33.026 CLASS SPECIFICATIONS to be amended as follows:

Change Fire Battalion Chief, Class Code 9112, Grade 25 (specs attached)

This Ordinance shall take effect upon its passage and all Ordinances or parts of Ordinances inconsistent therewith are hereby repealed.



City of Manchester, New Hampshire

Class Specification

This is a class specification and not an individualized job description. A class specification defines the general character and scope of responsibilities of all positions in a job classification, but it is not intended to describe and does not necessarily list every duty for a given position in a classification.

Class Title	Fire District Battalion Chief
Class Code Number	911 <u>20</u> -25

General Statement of Duties

Plans, organizes, directs, coordinates and supervises Fire service operations for ~~an assigned number of~~ all station houses within the City of Manchester; performs directly related work as required.

Distinguishing Features of the Class

The principal function of an employee in this class is to serves as a command officer for a multi-station district of the City. The work is performed under the supervision and direction of the assigned supervisor, ~~Deputy Fire Chief, Assistant Fire Chief and Fire~~ but considerable leeway is granted for the exercise of independent judgement and initiative. Supervision is exercised over the work of employees in the class of Firefighter, Fire Lieutenant, Fire Captain and administrative support staff. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with other City employees, law enforcement officials, state and federal officials, business and community groups, hospital officials and the public. The principal duties of this class are performed in an outdoor work environment with potential personal hazards.

Examples of Essential Work (illustrative only)

- Plans, organizes and directs the staffing, training, EMS operations, fire suppression, Haz-Mat responses, Wet Team operations, high angle rope rescue and related emergency response situations of an assigned district within the Manchester Fire Department;

- Serves as an incident commander under the Incident Command System, assuming full responsibility for instructions, techniques and strategies for the implementation of fire suppression, firefighting and other related emergency response situations;
- Studies details of a fire or other emergency upon arrival at the incident scene and uses technical knowledge and emergency services experience to calculate the most appropriate course of action, taking into consideration the possibility of persons within a structure, the spread of a fire to other structures, hazardous materials and the safety of all Fire personnel at the scene;
- Makes determinations at an emergency scene as to whether or not additional personnel, (including those from another jurisdiction), need to be called to the scene;
- Oversees Captains in their direct supervision of a crew of Firefighters and Fire Lieutenants;
- Uses established procedures to determine if individuals are trapped within a burning facility and takes appropriate actions to secure their rescue;
- Monitors all Firefighters on the scene to ensure safety procedures are being followed and to recognize a situation when a Firefighter may be in need of rescue;
- Makes verbal and written analysis of activities involved in any fire or other emergency situation, and gives Firefighters and Lieutenants constant technical advice and/or on-site and post-fire evaluations on the effectiveness of certain firefighting activities;
- Completes performance appraisals;
- Meets with and provides instructions and technical advice to Captains in the completion of their duties;
- Ensures the efficient operation and supervision of all personnel, including the accurate and timely completion of all reports according to prescribed policies and guidelines;
- Provides needed information and demonstrations concerning how to perform certain work tasks to new employees in the same or similar class of positions;
- Keeps immediate supervisor and designated others fully and accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems;
- Attends meetings, conferences, workshops and training sessions and reviews publications and audio-visual materials to become and remain current on the principles, practices and new developments in assigned work areas;
- Responds to citizens' questions and comments in a courteous and timely manner;
- Communicates and coordinates regularly with appropriate others to maximize the effectiveness and efficiency of interdepartmental operations and activities;
- Performs other directly related duties consistent with the role and function of the classification;
- Provides information and briefings to representatives of the news media regarding emergency situations.

**Required Knowledge, Skills and Abilities
(at time of appointment)**

- Comprehensive knowledge of all components of the job duties of Firefighters, Fire Lieutenants and Fire Captains;
- Comprehensive knowledge of the Manchester Fire Department rules and regulations;

- Comprehensive knowledge of the Manchester Fire Department Standard Operational Procedure Manual;
- Comprehensive knowledge of the City of Manchester Code of Ordinances Title IX (fire prevention codes);
- Comprehensive knowledge of the geography of the City of Manchester and surrounding areas, (or the ability to learn this information), including hydrant locations, the layout and location of public utilities and potentially hazardous materials and substances;
- Comprehensive knowledge of current fire suppression and firefighting techniques, EMS and hazardous materials response operations, including all related equipment;
- Comprehensive knowledge in the use of the publications of *NFPA 704*, *DOT Emergency Response Guidebook*, *Environmental Protection Agency Labels*, *Occupational Safety and Health Labels* and *Material Safety Data Sheets (MSDS)*;
- Comprehensive working knowledge of all equipment used in Fire Department activities, including fire pumpers, snorkel trucks, aerial platforms, straight ladder trucks, ladder trucks with tillers, rescue units, rescue boats, axes (flat head, pick, pry), pike poles, plaster hooks, battering rams, chain saws, ladders, fire hoses (including nozzles, valves and related), vehicle extrication devices, emergency protective equipment, self-contained breathing apparatus (SCBA), heights rescue equipment, air tools and emergency medical equipment;
- Comprehensive knowledge of fire records systems, communications equipment and use, fire computer applications and fire reporting procedures;
- Comprehensive knowledge of hydraulics as applied to water delivery;
- Comprehensive knowledge of all safety practices involved in fire suppression and firefighting;
- Skill in performing firefighting duties, including fires in all structural types, high altitude rescues, vehicle extraction, emergency medical services and related;
- Ability to train, supervise, evaluate and coordinate the work of others;
- Ability to serve as the command officer under the incident command system;
- Ability to work under extremely stressful situations which result from a building fire, emergency medical and hazardous materials responses, including the responsibility for remaining calm and carrying out all duties with the recognition of the threat to life and property;
- Ability to work within a command structure requiring strict adherence to the following of orders;
- Ability to communicate effectively with others, both orally and in writing, using both technical and non-technical language;
- Ability to understand and follow oral and/or written policies, procedures and instructions;
- Ability to prepare and present accurate and reliable reports containing findings and recommendations;
- Ability to operate or quickly learn to operate a personal computer using standard or customized software applications appropriate to assigned tasks;
- Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions;
- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Ability and willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;

- Integrity, ingenuity and inventiveness in the performance of assigned tasks.

Acceptable Experience and Training

- Graduation from an accredited college or university with an Associate's Degree in Fire Sciences; and
- Two years, experience as a Manchester Fire Captain; or
- Any equivalent combination of experience and training which provides the knowledge, skills and abilities necessary to perform the work.

Required Special Qualifications

- United States citizen;
- Class B CDL with air brake endorsement;
- Attainment of a State of New Hampshire Firefighter II certificate and Emergency Medical Technician certificate prior to the completion of the 1 year probationary period;

Essential Physical Abilities

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to communicate effectively, including during emergency situations which may involve a high degree of noise and confusion associated with disaster situations;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to perform firefighting duties;
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to operate equipment used in firefighting, rescue persons from burning structures and related emergency situations, provide emergency medical treatment, operates vehicles and related;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to perform all duties involved in protecting lives and property, including physical strength to perform strenuous exertion during sustained periods of time, lift and drag at least 140 pounds and lift 50 pounds on a regular basis.

Approved by: _____ Date: _____



City of Manchester, New Hampshire

Class Specification

This is a class specification and not an individualized job description. A class specification defines the general character and scope of responsibilities of all positions in a job classification, but it is not intended to describe and does not necessarily list every duty for a given position in a classification.

Class Title	Fire Battalion Chief
Class Code Number	9112-25

General Statement of Duties

Plans, organizes, directs, coordinates and supervises Fire service operations for all station houses within the City of Manchester; performs directly related work as required.

Distinguishing Features of the Class

The principal function of an employee in this class is to serves as a command officer for a multi-station district of the City. The work is performed under the supervision and direction of the assigned supervisor but considerable leeway is granted for the exercise of independent judgement and initiative. Supervision is exercised over the work of employees in the class of Firefighter, Fire Lieutenant, Fire Captain and administrative support staff. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with other City employees, law enforcement officials, state and federal officials, business and community groups, hospital officials and the public. The principal duties of this class are performed in an outdoor work environment with potential personal hazards.

Examples of Essential Work (illustrative only)

- Plans, organizes and directs the staffing, training, EMS operations, fire suppression, Haz-Mat responses, Wet Team operations, high angle rope rescue and related emergency response situations of an assigned district within the Manchester Fire Department;
- Serves as an incident commander under the Incident Command System, assuming full responsibility for instructions, techniques and strategies for the implementation of fire suppression, firefighting and other related emergency response situations;

- Studies details of a fire or other emergency upon arrival at the incident scene and uses technical knowledge and emergency services experience to calculate the most appropriate course of action, taking into consideration the possibility of persons within a structure, the spread of a fire to other structures, hazardous materials and the safety of all Fire personnel at the scene;
- Makes determinations at an emergency scene as to whether or not additional personnel, (including those from another jurisdiction), need to be called to the scene;
- Oversees Captains in their direct supervision of a crew of Firefighters and Fire Lieutenants;
- Uses established procedures to determine if individuals are trapped within a burning facility and takes appropriate actions to secure their rescue;
- Monitors all Firefighters on the scene to ensure safety procedures are being followed and to recognize a situation when a Firefighter may be in need of rescue;
- Makes verbal and written analysis of activities involved in any fire or other emergency situation, and gives Firefighters and Lieutenants constant technical advice and/or on-site and post-fire evaluations on the effectiveness of certain firefighting activities;
- Completes performance appraisals;
- Meets with and provides instructions and technical advice to Captains in the completion of their duties;
- Ensures the efficient operation and supervision of all personnel, including the accurate and timely completion of all reports according to prescribed policies and guidelines;
- Provides needed information and demonstrations concerning how to perform certain work tasks to new employees in the same or similar class of positions;
- Keeps immediate supervisor and designated others fully and accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems;
- Attends meetings, conferences, workshops and training sessions and reviews publications and audio-visual materials to become and remain current on the principles, practices and new developments in assigned work areas;
- Responds to citizens' questions and comments in a courteous and timely manner;
- Communicates and coordinates regularly with appropriate others to maximize the effectiveness and efficiency of interdepartmental operations and activities;
- Performs other directly related duties consistent with the role and function of the classification;
- Provides information and briefings to representatives of the news media regarding emergency situations.

<p style="text-align: center;">Required Knowledge, Skills and Abilities (at time of appointment)</p>
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- Comprehensive knowledge of all components of the job duties of Firefighters, Fire Lieutenants and Fire Captains;
- Comprehensive knowledge of the Manchester Fire Department rules and regulations;
- Comprehensive knowledge of the Manchester Fire Department Standard Operational Procedure Manual;
- Comprehensive knowledge of the City of Manchester Code of Ordinances Title IX (fire prevention codes);

- Comprehensive knowledge of the geography of the City of Manchester and surrounding areas, (or the ability to learn this information), including hydrant locations, the layout and location of public utilities and potentially hazardous materials and substances;
- Comprehensive knowledge of current fire suppression and firefighting techniques, EMS and hazardous materials response operations, including all related equipment;
- Comprehensive knowledge in the use of the publications of *NFPA 704*, *DOT Emergency Response Guidebook*, *Environmental Protection Agency Labels*, *Occupational Safety and Health Labels* and *Material Safety Data Sheets (MSDS)*;
- Comprehensive working knowledge of all equipment used in Fire Department activities, including fire pumpers, snorkel trucks, aerial platforms, straight ladder trucks, ladder trucks with tillers, rescue units, rescue boats, axes (flat head, pick, pry), pike poles, plaster hooks, battering rams, chain saws, ladders, fire hoses (including nozzles, valves and related), vehicle extrication devices, emergency protective equipment, self-contained breathing apparatus (SCBA), heights rescue equipment, air tools and emergency medical equipment;
- Comprehensive knowledge of fire records systems, communications equipment and use, fire computer applications and fire reporting procedures;
- Comprehensive knowledge of hydraulics as applied to water delivery;
- Comprehensive knowledge of all safety practices involved in fire suppression and firefighting;
- Skill in performing firefighting duties, including fires in all structural types, high altitude rescues, vehicle extraction, emergency medical services and related;
- Ability to train, supervise, evaluate and coordinate the work of others;
- Ability to serve as the command officer under the incident command system;
- Ability to work under extremely stressful situations which result from a building fire, emergency medical and hazardous materials responses, including the responsibility for remaining calm and carrying out all duties with the recognition of the threat to life and property;
- Ability to work within a command structure requiring strict adherence to the following of orders;
- Ability to communicate effectively with others, both orally and in writing, using both technical and non-technical language;
- Ability to understand and follow oral and/or written policies, procedures and instructions;
- Ability to prepare and present accurate and reliable reports containing findings and recommendations;
- Ability to operate or quickly learn to operate a personal computer using standard or customized software applications appropriate to assigned tasks;
- Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions;
- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Ability and willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
- Integrity, ingenuity and inventiveness in the performance of assigned tasks.

Acceptable Experience and Training

- Graduation from an accredited college or university with an Associate's Degree in Fire Sciences; and
- Two years, experience as a Manchester Fire Captain; or
- Any equivalent combination of experience and training which provides the knowledge, skills and abilities necessary to perform the work.

Required Special Qualifications

- United States citizen;
- Class B CDL with air brake endorsement;
- Attainment of a State of New Hampshire Firefighter II certificate and Emergency Medical Technician certificate prior to the completion of the 1 year probationary period;

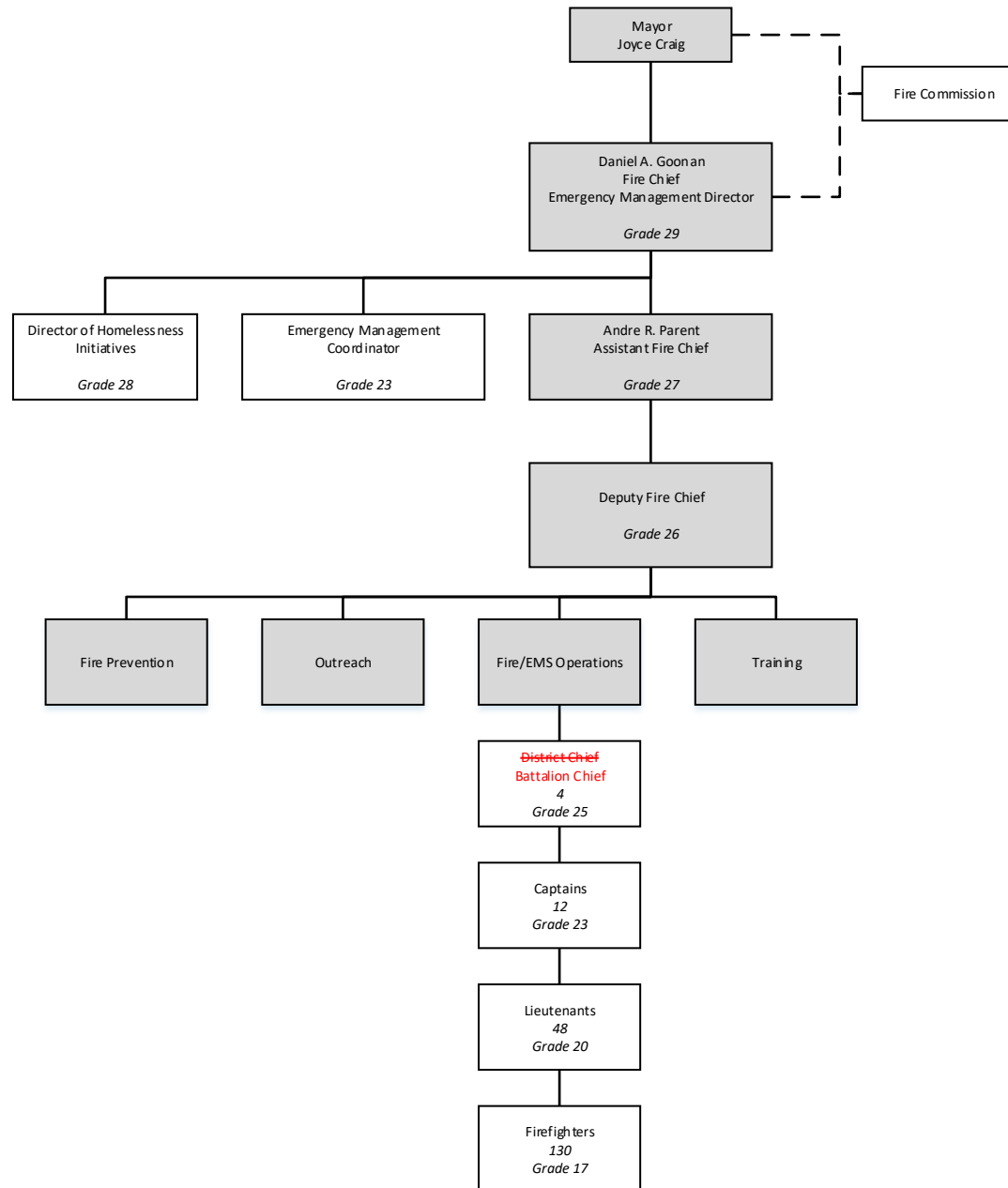
Essential Physical Abilities

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to communicate effectively, including during emergency situations which may involve a high degree of noise and confusion associated with disaster situations;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to perform firefighting duties;
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to operate equipment used in firefighting, rescue persons from burning structures and related emergency situations, provide emergency medical treatment, operates vehicles and related;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to perform all duties involved in protecting lives and property, including physical strength to perform strenuous exertion during sustained periods of time, lift and drag at least 140 pounds and lift 50 pounds on a regular basis.

Approved by: _____ Date: _____

Manchester Fire Department

2021 Organizational Chart Battalion Chief Amendment



Kathleen Ferguson
Human Resources Director



CITY OF MANCHESTER

Human Resources Department

April 23, 2021

Alderman Will Stewart, Chair
Human Resources and Insurance Committee
City of Manchester
One City Hall Plaza
Manchester, NH 03101

Dear Chair Stewart and HRIC Members:

Deputy Fire Chief, Matthew Lamothe requests a class specification change for the Firefighter (9040) grade 17 position. Deputy Fire Chief Lamothe would like to change the “Required Special Qualification” in order to update the information regarding Hazardous Materials Operations, and the need to hire Advanced Emergency Medical Technicians (AEMT’s).

The Deputy Fire Chief would like to change the “Hazardous Materials Technician” requirement to “Hazardous Materials Operations,” because it aligns more with the duties of the City’s Firefighter.

Removing the Emergency Medical Technician (EMT) requirement, and replacing with “Advanced Emergency Medical Technician” (AEMT) is necessary due to increased emergency call volume, and the increasing demand for advanced level care to the community.

The request does not have a negative effect on the Fire Department’s FY 2021 or FY 2022 budget because it is a new hire required special qualification change only.

Human Resources recommends updated and revised changes to the Firefighter (9040) grade 17 class specification.

Respectfully submitted,

Kathleen Ferguson, SHRM-CP, PHR
Human Resources Director

Daniel A. Goonan
Chief of Department



Andre R. Parent
Assistant Chief

City of Manchester *Fire Department*

April 23, 2021

Kathleen Ferguson, Director
Human Resources
One City Hall Plaza
Manchester, NH 03101

Dear Kathy,

I am requesting changes in the Firefighter job description, Class Code #9040-17. These changes are in the "Required Special Qualifications" section. I would like to change *Hazardous Materials Technician* to *Hazardous Materials Operations* and change *Emergency Medical Technician* to *Advanced Emergency Medical Technician*.

Hazardous Materials Technician is only necessary for the members of Rescue 1 as they are the entry team for all hazardous material incidents. All other members of the fire department act as support at hazardous materials incidents and to act as such requires the Hazardous Materials Operations level of training.

Requiring the *Advanced Emergency Medical Technician* is necessary as the EMS call volume continues to rise, year after year. The department has recently started an Advanced EMT Engine response program. These Engines are staffed with AEMT's and are responding to medical calls when an Advanced Life Support (ALS) ambulance is not available. This program is the first step in meeting the need for the ever increasing demand for Advanced Level care and was started to cut down on mutual aid responding to the city. In order to fully meet this need however, we must be able to staff all of our apparatus with AEMT's.

Sincerely,

Matthew A.K. Lamothe
Deputy Chief

100 Merrimack Street • Manchester, NH 03101 • Telephone (603) 669-2256 • Fax: (603) 665-6802

www.ManchesterNH.gov

City of Manchester
New Hampshire

In the year Two Thousand and twenty-one

AN ORDINANCE

“Amending Section 33.026 (Firefighter) of the Code of Ordinances of the City of Manchester.”

SECTION 33.026 CLASS SPECIFICATIONS to be amended as follows:

Change Firefighter, Class Code 9040, Grade 17 (specs attached)

This Ordinance shall take effect upon its passage and all Ordinances or parts of Ordinances inconsistent therewith are hereby repealed.



City of Manchester, New Hampshire

Class Specification

This is a class specification and not an individualized job description. A class specification defines the general character and scope of responsibilities of all positions in a job classification, but it is not intended to describe and does not necessarily list every duty for a given position in a classification.

Class Title	Firefighter
Class Code Number	9040-17

General Statement of Duties

Performs fire fighting, EMS and related emergency services to the City of Manchester and to other mutual aid communities; performs directly related work as required.

Distinguishing Features of the Class

The principal function of an employee in this class is to protect the community from emergency and disaster situations, including structural fires, medical emergencies, hazardous material responses and natural and manmade disasters and promote an environment of public safety within the City of Manchester. The work is performed under the supervision and direction of an assigned Fire Lieutenant and Fire Captain or other command officer but considerable leeway is granted for the exercise of independent judgement and initiative. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with other City employees, other emergency response providers, the Manchester Police Department, representatives from other law enforcement jurisdictions, homeowners, business and community organizations and the public. The principal duties of this class are performed in various emergency situations, including exposure to hazardous materials, large quantities of smoke, proximity to heavy traffic areas during vehicle accidents, exposure to cold/high current waterways, intense heat and direct exposure to flames, proximity to (or inclusion in) falling/decimated structures, high altitude rescues, extreme weather conditions, exposure to blood borne pathogens and other diseases and related environments in which the employee is subject to potential personal danger.

<p style="text-align: center;">Examples of Essential Work (illustrative only)</p>

- Serves within a command structure requiring adherence to officer's orders in life threatening situations;
- Responds to structural fires, including performing search and rescue operations to remove persons from danger within a burning structure, laying and connecting hose, operating fire streams as directed, raising and climbing ladders, ventilating roofs, windows and related, operating fire pumpers and assuming a designated position on an assigned apparatus and follows command structure instructions for all fire suppression activities;
- Performs salvage duties at fire scenes;
- Responds to and delivers emergency medical responses at basic life support and advance life support level involving a wide range of medical needs;
- Responds to hazardous materials emergencies, including scene assessment, identifying the extent of damage and/or potential hazard to the community, implementing containment plans and protecting fire personnel and civilian exposure to chemicals;
- Responds to man made and natural disasters, including fires, floods, earthquakes, crash rescue or other catastrophic event, providing medical assistance, removing persons from harmful structures or exposure to fire, smoke, adverse weather conditions or other harmful materials, including providing crowd and traffic control and maintaining order as necessary;
- Maintains an awareness of other Fire personnel on detail for the purpose of protecting other Firefighters lives as necessary;
- Participates in Fire drills;
- Makes verbal and written analysis of activities involved in any fire emergency situation;
- Performs all necessary training activities as assigned and in accordance with readiness and preparation for fire fighting activities, including participation in daily classes developed to increase and maintain skills and field development courses and training;
- Performs physical fitness training to maintain physical abilities necessary for fire fighting;
- Studies and memorizes streets and other geographical information within the City of Manchester and surrounding areas;
- Attends and provides information for pre-fire planning studies and maintains a current knowledge of pre-fire plans;
- Inspects buildings and related facilities to become familiar with layouts and structure features which could be potentially hazardous during a fire;
- Performs daily building and ground maintenance to ensure that Fire facilities maintain a clean and orderly environment;
- Performs high/low angle rope rescue as needed;
- Performs hydrant inspections;
- Performs the duties of Emergency Services Dispatcher as necessary;
- Performs physically demanding duties associated with extended periods of exertion;
- Provides needed information and demonstrations concerning how to perform certain work tasks to new employees in the same or similar class of positions;
- Keeps immediate supervisor and designated others fully and accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems;

- Attends meetings, conferences, workshops and training sessions and reviews publications and audio-visual materials to become and remain current on the principles, practices and new developments in assigned work areas;
- Responds to citizens' questions and comments in a courteous and timely manner;
- Communicates and coordinates regularly with appropriate others to maximize the effectiveness and efficiency of interdepartmental operations and activities;
- Performs other directly related duties consistent with the role and function of the classification.

<p style="text-align: center;">Required Knowledge, Skills and Abilities (at time of appointment)</p>

- Thorough knowledge of the Manchester Fire Department rules and regulations;
- Thorough knowledge of the Manchester Fire Department Standard Operational Procedure Manual;
- Thorough knowledge of the City of Manchester Code of Ordinances Title IX (fire prevention codes);
- Thorough knowledge of the geography of the City of Manchester and surrounding areas, (or the ability to learn this information), including hydrant locations, the layout and location of public utilities and potentially hazardous materials and substances;
- Substantial knowledge of current fire suppression and firefighting techniques, EMS and hazardous materials response operations, including all related equipment;
- Substantial knowledge in the use of the publications of *NFPA 704*, *DOT Emergency Response Guidebook*, *Environmental Protection Agency Labels*, *Occupational Safety and Health Labels* and *Material Safety Data Sheets (MSDS)*;
- Substantial working knowledge of all equipment used in Fire Department activities, including fire pumpers, snorkel trucks, aerial platforms, straight ladder trucks, ladder trucks with tillers, rescue units, rescue boats, axes (flat head, pick, pry), pike poles, plaster hooks, battering rams, chain saws, ladders, fire hoses (including nozzles, valves and related), vehicle extrication devices, emergency protective equipment, self contained breathing apparatus (SCBA), heights rescue equipment, air tools and emergency medical equipment;
- Substantial knowledge of fire records systems, communications equipment and use, fire computer applications and fire reporting procedures;
- Substantial knowledge of hydraulics as applied to water delivery;
- Substantial knowledge of all safety practices involved in fire suppression and firefighting;
- Skill in performing firefighting duties, including fires in all structural types, high altitude rescues, vehicle extraction, emergency medical services and related;
- Ability to work under extremely stressful situations which result from a building fire, emergency medical and hazardous materials responses, including the responsibility for remaining calm and carrying out all duties with the recognition of the threat to life and property;
- Ability to work within a command structure requiring strict adherence to the following of orders;
- Ability to communicate effectively with others, both orally and in writing, using both technical and non-technical language;
- Ability to understand and follow oral and/or written policies, procedures and instructions;
- Ability to prepare and present accurate and reliable reports containing findings and recommendations;
- Ability to operate or quickly learn to operate a personal computer using standard or customized software applications appropriate to assigned tasks;

- Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions;
- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Ability and willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
- Integrity, ingenuity and inventiveness in the performance of assigned tasks.

Acceptable Experience and Training

- Graduation from high school or possession of a GED; or
- Any equivalent combination of experience and training which provides the knowledge, skills and abilities necessary to perform the work.

Required Special Qualifications

- United States citizen;
- 18 years of age;
- Class B CDL with air brake endorsement;
- Attainment of a State of New Hampshire Firefighter II certificate, Hazardous Materials ~~Technician~~ Operations and Advanced Emergency Medical Technician (AEMT) certificate prior to the completion of the 1 year probationary period;

Essential Physical Abilities

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to communicate effectively, including during emergency situations which may involve a high degree of noise and confusion associated with disaster situations;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to perform firefighting duties;
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to operate equipment used in firefighting, rescue persons from burning structures and related emergency situations, provide emergency medical treatment, operate vehicles and related;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to perform all duties involved in protecting lives and property, including physical strength to perform strenuous exertion during sustained periods of time.

Approved by: _____ Date: _____



City of Manchester, New Hampshire

Class Specification

This is a class specification and not an individualized job description. A class specification defines the general character and scope of responsibilities of all positions in a job classification, but it is not intended to describe and does not necessarily list every duty for a given position in a classification.

Class Title	Firefighter
Class Code Number	9040-17

General Statement of Duties

Performs firefighting, EMS and related emergency services to the City of Manchester and to other mutual aid communities; performs directly related work as required.

Distinguishing Features of the Class

The principal function of an employee in this class is to protect the community from emergency and disaster situations, including structural fires, medical emergencies, hazardous material responses and natural and manmade disasters and promote an environment of public safety within the City of Manchester. The work is performed under the supervision and direction of an assigned Fire Lieutenant and Fire Captain or other command officer but considerable leeway is granted for the exercise of independent judgement and initiative. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with other City employees, other emergency response providers, the Manchester Police Department, representatives from other law enforcement jurisdictions, homeowners, business and community organizations and the public. The principal duties of this class are performed in various emergency situations, including exposure to hazardous materials, large quantities of smoke, proximity to heavy traffic areas during vehicle accidents, exposure to cold/high current waterways, intense heat and direct exposure to flames, proximity to (or inclusion in) falling/decimated structures, high altitude rescues, extreme weather conditions, exposure to blood borne pathogens and other diseases and related environments in which the employee is subject to potential personal danger.

<p style="text-align: center;">Examples of Essential Work (illustrative only)</p>
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- Serves within a command structure requiring adherence to officer's orders in life threatening situations;
- Responds to structural fires, including performing search and rescue operations to remove persons from danger within a burning structure, laying and connecting hose, operating fire streams as directed, raising and climbing ladders, ventilating roofs, windows and related, operating fire pumpers and assuming a designated position on an assigned apparatus and follows command structure instructions for all fire suppression activities;
- Performs salvage duties at fire scenes;
- Responds to and delivers emergency medical responses at basic life support and advance life support level involving a wide range of medical needs;
- Responds to hazardous materials emergencies, including scene assessment, identifying the extent of damage and/or potential hazard to the community, implementing containment plans and protecting fire personnel and civilian exposure to chemicals;
- Responds to manmade and natural disasters, including fires, floods, earthquakes, crash rescue or other catastrophic event, providing medical assistance, removing persons from harmful structures or exposure to fire, smoke, adverse weather conditions or other harmful materials, including providing crowd and traffic control and maintaining order as necessary;
- Maintains an awareness of other Fire personnel on detail for the purpose of protecting other Firefighters lives as necessary;
- Participates in Fire drills;
- Makes verbal and written analysis of activities involved in any fire emergency situation;
- Performs all necessary training activities as assigned and in accordance with readiness and preparation for firefighting activities, including participation in daily classes developed to increase and maintain skills and field development courses and training;
- Performs physical fitness training to maintain physical abilities necessary for firefighting;
- Studies and memorizes streets and other geographical information within the City of Manchester and surrounding areas;
- Attends and provides information for pre-fire planning studies and maintains a current knowledge of pre-fire plans;
- Inspects buildings and related facilities to become familiar with layouts and structure features which could be potentially hazardous during a fire;
- Performs daily building and ground maintenance to ensure that Fire facilities maintain a clean and orderly environment;
- Performs high/low angle rope rescue as needed;
- Performs hydrant inspections;
- Performs the duties of Emergency Services Dispatcher as necessary;
- Performs physically demanding duties associated with extended periods of exertion;
- Provides needed information and demonstrations concerning how to perform certain work tasks to new employees in the same or similar class of positions;
- Keeps immediate supervisor and designated others fully and accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems;

- Attends meetings, conferences, workshops and training sessions and reviews publications and audio-visual materials to become and remain current on the principles, practices and new developments in assigned work areas;
- Responds to citizens' questions and comments in a courteous and timely manner;
- Communicates and coordinates regularly with appropriate others to maximize the effectiveness and efficiency of interdepartmental operations and activities;
- Performs other directly related duties consistent with the role and function of the classification.

<p style="text-align: center;">Required Knowledge, Skills and Abilities (at time of appointment)</p>

- Thorough knowledge of the Manchester Fire Department rules and regulations;
- Thorough knowledge of the Manchester Fire Department Standard Operational Procedure Manual;
- Thorough knowledge of the City of Manchester Code of Ordinances Title IX (fire prevention codes);
- Thorough knowledge of the geography of the City of Manchester and surrounding areas, (or the ability to learn this information), including hydrant locations, the layout and location of public utilities and potentially hazardous materials and substances;
- Substantial knowledge of current fire suppression and firefighting techniques, EMS and hazardous materials response operations, including all related equipment;
- Substantial knowledge in the use of the publications of *NFPA 704*, *DOT Emergency Response Guidebook*, *Environmental Protection Agency Labels*, *Occupational Safety and Health Labels* and *Material Safety Data Sheets (MSDS)*;
- Substantial working knowledge of all equipment used in Fire Department activities, including fire pumpers, snorkel trucks, aerial platforms, straight ladder trucks, ladder trucks with tillers, rescue units, rescue boats, axes (flat head, pick, pry), pike poles, plaster hooks, battering rams, chain saws, ladders, fire hoses (including nozzles, valves and related), vehicle extrication devices, emergency protective equipment, self-contained breathing apparatus (SCBA), heights rescue equipment, air tools and emergency medical equipment;
- Substantial knowledge of fire records systems, communications equipment and use, fire computer applications and fire reporting procedures;
- Substantial knowledge of hydraulics as applied to water delivery;
- Substantial knowledge of all safety practices involved in fire suppression and firefighting;
- Skill in performing firefighting duties, including fires in all structural types, high altitude rescues, vehicle extraction, emergency medical services and related;
- Ability to work under extremely stressful situations which result from a building fire, emergency medical and hazardous materials responses, including the responsibility for remaining calm and carrying out all duties with the recognition of the threat to life and property;
- Ability to work within a command structure requiring strict adherence to the following of orders;
- Ability to communicate effectively with others, both orally and in writing, using both technical and non-technical language;
- Ability to understand and follow oral and/or written policies, procedures and instructions;
- Ability to prepare and present accurate and reliable reports containing findings and recommendations;
- Ability to operate or quickly learn to operate a personal computer using standard or customized software applications appropriate to assigned tasks;

- Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions;
- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Ability and willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
- Integrity, ingenuity and inventiveness in the performance of assigned tasks.

Acceptable Experience and Training

- Graduation from high school or possession of a GED; or
- Any equivalent combination of experience and training which provides the knowledge, skills and abilities necessary to perform the work.

Required Special Qualifications

- United States citizen;
- 18 years of age;
- Class B CDL with air brake endorsement;
- Attainment of a State of New Hampshire Firefighter II certificate, Hazardous Materials Operations and Advanced Emergency Medical Technician (AEMT) certificate prior to the completion of the 1 year probationary period;

Essential Physical Abilities

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to communicate effectively, including during emergency situations which may involve a high degree of noise and confusion associated with disaster situations;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to perform firefighting duties;
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to operate equipment used in firefighting, rescue persons from burning structures and related emergency situations, provide emergency medical treatment, operate vehicles and related;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to perform all duties involved in protecting lives and property, including physical strength to perform strenuous exertion during sustained periods of time.

Approved by:_____ Date:_____

Kathleen Ferguson
Human Resources Director



CITY OF MANCHESTER

Human Resources Department

April 19, 2021

Alderman Will Stewart, Chair
Human Resources and Insurance Committee
City of Manchester
One City Hall Plaza
Manchester, NH 03101

Dear Chair Stewart and HRIC Members:

Public Works Director, Kevin Sheppard requested a compensation study be conducted on the electrician positions: Electrician I (4250) grade 16, Electrician II (4010) grade 17, Traffic Signals Technician II (5241) grade 16, and the Traffic Signals Supervisor (5270) grade 17.

License required for the following positions:

- Electrician I, and Traffic Signals Technician II – NH Journeyman Electrician License
- Electrician II, and Traffic Signals Supervisor – NH Master Electrician License

According to the Bureau of Labor Statistics, over the next few years, traffic signal technician and electrician jobs are expected to undergo a growth rate described as “faster than average.” These positions are in high demand and the current grade is not consistent with the current compensation in today’s job market.

Other positions within the City of Manchester, that require a Master Electrician license, have been upgraded accordingly e.g. Electrical Inspector – Master Electrician License, is a grade 19, and the Process Control Technician – Master Electrician License, is also a grade 19.

Director Sheppard also requests adding an Electrician II position to the Facilities Division for a total of three (3) Electricians (two - Electrician I’s, and one – Electrician II). He confirms that only two (2) Electricians will be filled in the division at one time. This action will be proactive in ensuring the Facilities Division has a Master Electrician available to assist in the installations, maintenance and repairs of the City’s electrical power, communications, lighting, and control systems.

Human Resources recommends increasing the grade of:

- Electrician I from a grade 16 to a grade 18;

1 City Hall Plaza • Human Resources Department • Manchester, New Hampshire 03101 • (603) 624-6543 •
FAX: (603) 628-6065

E-mail: HumanResources@ManchesterNH.gov • Website: www.manchesternh.gov

- Traffic Signals Technician II from a grade 16 to a grade 18;
- Electrician II from a grade 17 to a grade 19; and
- Traffic Signals Supervisor from a grade 17 to a grade 19.

Human Resources also recommends:

- Adding one (1) Electrician II to the Facilities Division

Public Works has confirmed they have the funds available in their current budget and level funded FY 2022 budget.

Respectfully submitted,

Kathleen Ferguson, SHRM-CP, PHR
Human Resources Director

Kevin A. Sheppard, P.E.
Public Works Director



Commission
Toni Pappas, Chair
Patrick Robinson
James Burkush
Trixie Vazquez
Armand Forest

Timothy J. Clougherty
Deputy Public Works Director

CITY OF MANCHESTER
Department of Public Works

To: Kathleen Ferguson, HR Director
From: Tiffany Lucas, Business Services Officer
Date: April 19, 2021
Re: Electrician related positions within Public Works

Dear Director Ferguson,

I am writing to request a wage analysis be performed on our electrician positions. Given the current economic conditions and Electrician applicants in very high demand throughout the industry it is difficult to fill these positions within its current rated grade. These positions would include the following

4250- Electrician I
4010- Electrician II
5241- Traffic Signals Technician II
5270- Traffic Signals Supervisor

We have reviewed and updated the job class specifications for the following positions.

4250- Electrician I
4010- Electrician II
5241- Traffic Signals Technician II
5270- Traffic Signals Supervisor

In addition we would like to add an Electrician II position to our Facilities Division compliment. We currently have two Electrician I positions. We would only fill two of the three positions at any one time. We would be able to manage this within our current budget and a level funded FY22 budget.

Respectfully submitted,

Tiffany Lucas
Business Services Officer

cc: Kevin Sheppard, Public Works Director
Timothy Clougherty, Deputy Director

*City of Manchester
New Hampshire*

In the year Two Thousand and twenty-one

AN ORDINANCE

“Amending Section 33.025, & 33.026 (Electrician I) of the Code of Ordinances of the City of Manchester.”

SECTION 33.025 COMPENSATION OF POSITIONS to be amended as follows:

Change Electrician I, Class Code 4250, to Grade 18, Nonexempt

SECTION 33.026 CLASS SPECIFICATIONS to be amended as follows:

Change Electrician I, Class Code 4250, Grade 18 (specs attached)

This Ordinance shall take effect upon its passage and all Ordinances or parts of Ordinances inconsistent therewith are hereby repealed.



City of Manchester, New Hampshire

Class Specification

This is a class specification and not an individualized job description. A class specification defines the general character and scope of responsibilities of all positions in a job classification, but it is not intended to describe and does not necessarily list every duty for a given position in a classification.

Class Title	Electrician I
Class Code Number	4250-168

General Statement of Duties

Performs installation and repair of electrical systems; performs directly related work as required.

Distinguishing Features of the Class

The principal function of an employee in this class is to perform installation and repair of electrical systems, diagnose faults and failures and accomplish needed repairs. The work is performed under the direct supervision of an assigned supervisor but considerable leeway is granted for the exercise of independent judgement and initiative. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with other City employees and the public. The principal duties of this class are performed in both an indoor and outdoor work environment with potential personal hazards.

Examples of Essential Work (illustrative only)

- Performs installation and repair of electrical systems, including power distribution, lighting, motor and process control, and communication lines;
- Performs maintenance and repair of electrical lines and equipment including bending and hanging conduit, pulling wire or cable to equipment in accordance with national Electric Code;
- Calibrates new or re-calibrates existing equipment and sensors using digital voltmeters, ammeters and related electronic equipment;
- Locates hot spots in facility electrical equipment using thermography equipment;
- Reads blue prints and schematic drawings and develops new schematics;
- Installs and programs Programmable Logic Controller ~~PLC~~ based on control systems;
- Provides needed information and demonstrations concerning how to perform certain work tasks to new employees in the same or similar class of positions;

- Keeps immediate supervisor and designated others fully and accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems;
- Attends meetings, conferences, workshops and training sessions and reviews publications and audio-visual materials to become and remain current on the principles, practices and new developments in assigned work areas;
- Responds to citizens' questions and comments in a courteous and timely manner;
- Communicates and coordinates regularly with appropriate others to maximize the effectiveness and efficiency of interdepartmental operations and activities;
- Performs other directly related duties consistent with the role and function of the classification;

Required Knowledge, Skills and Abilities (at time of appointment)

- Thorough knowledge of electrical, electronic and telecommunications equipment;
- Thorough knowledge of electronic equipment used in laboratories,
- Thorough knowledge of conventional electrical theory, safety practices and procedures;
- Thorough knowledge of OSHA, NEC, and other Federal, State and local codes and regulations;
- Ability to work safely with high voltage components;
- Ability to conduct electrical and electronic testing and diagnostic procedures;
- Ability to communicate effectively with others, both orally and in writing, using both technical and non-technical language;
- Ability to understand and follow oral and/or written policies, procedures and instructions;
- Ability to prepare and present accurate and reliable reports containing findings and recommendations;
- Ability to operate a personal computer using standard or customized software applications appropriate to assigned tasks;
- Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions;
- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Ability and willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
- Integrity, ingenuity and inventiveness in the performance of assigned tasks.

Acceptable Experience and Training

- Graduation from High School or possession of a GED; and
- ~~Considerable~~ Considerable experience equivalent to journeyman level in electrical and/or electronics field; or
- Any equivalent combination of experience and training which provides the knowledge, skills and abilities necessary to perform the work.

Required Special Qualifications

- Valid New Hampshire Driver's License;
- Journeyman Electrician License.

Essential Physical Abilities

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to communicate effectively;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to work with hazardous electrical and electronic equipment;
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to perform complex testing and repair work;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to work in a hazardous environment with electrical and electronic equipment.

Approved by: BMA Date: 12/7/99



City of Manchester, New Hampshire

Class Specification

This is a class specification and not an individualized job description. A class specification defines the general character and scope of responsibilities of all positions in a job classification, but it is not intended to describe and does not necessarily list every duty for a given position in a classification.

Class Title	Electrician I
Class Code Number	4250-18

General Statement of Duties

Performs installation and repair of electrical systems; performs directly related work as required.

Distinguishing Features of the Class

The principal function of an employee in this class is to perform installation and repair of electrical systems, diagnose faults and failures and accomplish needed repairs. The work is performed under the direct supervision of an assigned supervisor but considerable leeway is granted for the exercise of independent judgement and initiative. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with other City employees and the public. The principal duties of this class are performed in both an indoor and outdoor work environment with potential personal hazards.

Examples of Essential Work (illustrative only)

- Performs installation and repair of electrical systems, including power distribution, lighting, motor and process control, and communication lines;
- Performs maintenance and repair of electrical lines and equipment including bending and hanging conduit, pulling wire or cable to equipment in accordance with national Electric Code;
- Calibrates new or re-calibrates existing equipment and sensors using digital voltmeters, ammeters and related electronic equipment;
- Locates hot spots in facility electrical equipment using thermography equipment;
- Reads blue prints and schematic drawings and develops new schematics;
- Installs and programs Programmable Logic Controller based on control systems;
- Provides needed information and demonstrations concerning how to perform certain work tasks to new employees in the same or similar class of positions;

- Keeps immediate supervisor and designated others fully and accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems;
- Attends meetings, conferences, workshops and training sessions and reviews publications and audio-visual materials to become and remain current on the principles, practices and new developments in assigned work areas;
- Responds to citizens' questions and comments in a courteous and timely manner;
- Communicates and coordinates regularly with appropriate others to maximize the effectiveness and efficiency of interdepartmental operations and activities;
- Performs other directly related duties consistent with the role and function of the classification;

Required Knowledge, Skills and Abilities (at time of appointment)

- Thorough knowledge of electrical, electronic and telecommunications equipment;
- Thorough knowledge of electronic equipment used in laboratories,
- Thorough knowledge of conventional electrical theory, safety practices and procedures;
- Thorough knowledge of OSHA, NEC, and other Federal, State and local codes and regulations;
- Ability to work safely with high voltage components;
- Ability to conduct electrical and electronic testing and diagnostic procedures;
- Ability to communicate effectively with others, both orally and in writing, using both technical and non-technical language;
- Ability to understand and follow oral and/or written policies, procedures and instructions;
- Ability to prepare and present accurate and reliable reports containing findings and recommendations;
- Ability to operate a personal computer using standard or customized software applications appropriate to assigned tasks;
- Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions;
- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Ability and willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
- Integrity, ingenuity and inventiveness in the performance of assigned tasks.

Acceptable Experience and Training

- Graduation from High School or possession of a GED; and
- Considerable experience equivalent to journeyman level in electrical and/or electronics field; or
- Any equivalent combination of experience and training which provides the knowledge, skills and abilities necessary to perform the work.

Required Special Qualifications

- Valid New Hampshire Driver's License;
- Journeyman Electrician License.

Essential Physical Abilities

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to communicate effectively;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to work with hazardous electrical and electronic equipment;
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to perform complex testing and repair work;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to work in a hazardous environment with electrical and electronic equipment.

Approved by: BMA Date: 12/7/99
Revised: _____

City of Manchester
New Hampshire

In the year Two Thousand and twenty-one

AN ORDINANCE

“Amending Section 33.025, & 33.026 (Electrician II) of the Code of Ordinances of the City of Manchester.”

SECTION 33.025 COMPENSATION OF POSITIONS to be amended as follows:

Change Electrician II, Class Code 4010, to Grade 19, Nonexempt

SECTION 33.026 CLASS SPECIFICATIONS to be amended as follows:

Change Electrician II, Class Code 4010, Grade 19 (specs attached)

This Ordinance shall take effect upon its passage and all Ordinances or parts of Ordinances inconsistent therewith are hereby repealed.



City of Manchester, New Hampshire

Class Specification

This is a class specification and not an individualized job description. A class specification defines the general character and scope of responsibilities of all positions in a job classification, but it is not intended to describe and does not necessarily list every duty for a given position in a classification.

Class Title	Electrician II
Class Code Number	4010-197

General Statement of Duties

Installs, maintains and repairs industrial electronic equipment; performs directly related work as required.

Distinguishing Features of the Class

The principal function of an employee in this class is to maintain electronic systems ~~used in Wastewater operations.~~ The work is performed under a designated supervisor ~~the direct supervision of the WWTP Maintenance Supervisor~~ but considerable leeway is granted for the exercise of independent judgement and initiative. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with other City employees, outside contractors and the public. The principal duties of this class are performed in both a general indoor environment and an outdoor work environment with potential personal hazards.

Examples of Essential Work (illustrative only)

- Installs, maintains and repairs a wide variety of industrial electronic equipment, including chemical based sensors and probes and microprocessor based control systems throughout the treatment plant related to water flow ~~data,~~ facility management systems and/or traffic control and lighting systems;
- Analyzes and evaluates water flow using engineering and hydraulic principles to ensure data accuracy;

- Supervises and performs scheduled field calibration routines using precision test equipment;
- Supervises and performs preventive maintenance of electrical and electronic flow monitoring equipment;
- Prepares demand maintenance report and prioritizes repair work to be performed;
- Trouble shoots hardware and software problems associated with metering system and repairs micro-electronic equipment to component level;
- ~~Performs preventive maintenance programs for electronic and electrical equipment;~~
- Participates in the design of electronic equipment with contractors to ensure plant needs and requirements are met;
- Inspects and verifies accuracy of installation and testing of new equipment;
- Maintains technical manuals, drawings, sketches, schematic diagrams and various records of data pertaining to safety issues, work activity and general operation of plant and pump stations;
- Inspects, maintains and repairs medium-low, medium and high voltage equipment;
- Provides needed information and demonstrations concerning how to perform certain work tasks to new employees in the same or similar class of positions;
- Keeps immediate supervisor and designated others fully and accurately ~~in~~-informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems;
- Attends ~~in~~-meetings, conferences, workshops and training sessions and reviews publications and audio-visual materials to become and remain current on the principles, practices and new developments in assigned work areas;
- Responds to citizens' questions and comments in a courteous and timely manner;
- Communicates and coordinates regularly with appropriate others to maximize the effectiveness and efficiency of interdepartmental operations and activities;
- Performs other directly related duties consistent with the role and function of the classification.

**Required Knowledge, Skills and Abilities
(at time of appointment)**

- Thorough knowledge of principles and techniques of electronic and electrical trouble shooting and repair;
- Thorough knowledge of safety procedures and precautions relating to installation, maintenance and repair of electronic and electrical equipment;
- Thorough knowledge of operating principles of micro processing equipment
- Ability to use hand and power tools;
- Ability to operate complex electronic and electrical testing equipment;
- Ability to communicate effectively with others, both orally and in writing, using both technical and non-technical language;
- Ability to understand and follow oral and/or written policies, procedures and instructions;
- Ability to prepare and present accurate and reliable reports containing findings and recommendations;
- Ability to operate or quickly learn to operate a personal computer using standard or customized software applications ~~in~~-appropriate to assigned tasks;

- Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions;
- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Ability and willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
- Integrity, ingenuity and inventiveness in the performance of assigned tasks.

Acceptable Experience and Training

- Graduation from an accredited college or university with an Associate's Degree in Industrial Electricity; and
- Some experience equivalent to master level in electrical and/or electronics field~~in electronics trouble shooting and repair~~; or
- Any equivalent combination of experience and training which provides the knowledge, skills and abilities necessary to perform the work.

Required Special Qualifications

- Valid New Hampshire driver's license;
- New Hampshire Master's Electrician License.

Essential Physical Abilities

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to communicate effectively;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to work safely with electronic and electrical equipment;
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to operate hand and power tools and electronic testing apparatus;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to operate hand and power tools and electronic testing apparatus and execute confined space entry.

Approved by: BMA Date: 12/7/99



City of Manchester, New Hampshire

Class Specification

This is a class specification and not an individualized job description. A class specification defines the general character and scope of responsibilities of all positions in a job classification, but it is not intended to describe and does not necessarily list every duty for a given position in a classification.

Class Title	Electrician II
Class Code Number	4010-19

General Statement of Duties

Installs, maintains and repairs industrial electronic equipment; performs directly related work as required.

Distinguishing Features of the Class

The principal function of an employee in this class is to maintain electronic systems. The work is performed under a designated supervisor but considerable leeway is granted for the exercise of independent judgement and initiative. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with other City employees, outside contractors and the public. The principal duties of this class are performed in both a general indoor environment and an outdoor work environment with potential personal hazards.

Examples of Essential Work (illustrative only)

- Installs, maintains and repairs a wide variety of industrial electronic equipment, including chemical based sensors and probes and microprocessor based control systems related to water flow, facility management systems and/or traffic control and lighting systems;
- Analyzes and evaluates water flow using engineering and hydraulic principles to ensure data accuracy;
- Supervises and performs scheduled field calibration routines using precision test equipment;

- Supervises and performs preventive maintenance of electrical and electronic equipment;
- Prepares demand maintenance report and prioritizes repair work to be performed;
- Trouble shoots hardware and software problems associated with metering system and repairs micro-electronic equipment to component level;
- Participates in the design of electronic equipment with contractors to ensure needs and requirements are met;
- Inspects and verifies accuracy of installation and testing of new equipment;
- Maintains technical manuals, drawings, sketches, schematic diagrams and various records of data pertaining to safety issues, work activity and general operation of plant and pump stations;
- Inspects, maintains and repairs low, medium and high voltage equipment;
- Provides needed information and demonstrations concerning how to perform certain work tasks to new employees in the same or similar class of positions;
- Keeps immediate supervisor and designated others fully and accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems;
- Attends meetings, conferences, workshops and training sessions and reviews publications and audio-visual materials to become and remain current on the principles, practices and new developments in assigned work areas;
- Responds to citizens' questions and comments in a courteous and timely manner;
- Communicates and coordinates regularly with appropriate others to maximize the effectiveness and efficiency of interdepartmental operations and activities;
- Performs other directly related duties consistent with the role and function of the classification.

<p style="text-align: center;">Required Knowledge, Skills and Abilities (at time of appointment)</p>

- Thorough knowledge of principles and techniques of electronic and electrical trouble shooting and repair;
- Thorough knowledge of safety procedures and precautions relating to installation, maintenance and repair of electronic and electrical equipment;
- Thorough knowledge of operating principles of micro processing equipment
- Ability to use hand and power tools;
- Ability to operate complex electronic and electrical testing equipment;
- Ability to communicate effectively with others, both orally and in writing, using both technical and non-technical language;
- Ability to understand and follow oral and/or written policies, procedures and instructions;
- Ability to prepare and present accurate and reliable reports containing findings and recommendations;
- Ability to operate or quickly learn to operate a personal computer using standard or customized software applications appropriate to assigned tasks;
- Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions;
- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;

- Ability and willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
- Integrity, ingenuity and inventiveness in the performance of assigned tasks.

Acceptable Experience and Training

- Graduation from an accredited college or university with an Associate's Degree in Industrial Electricity; and
- Some experience equivalent to master level in electrical and/or electronics field; or
- Any equivalent combination of experience and training which provides the knowledge, skills and abilities necessary to perform the work.

Required Special Qualifications

- Valid New Hampshire driver's license;
- New Hampshire Master's Electrician License.

Essential Physical Abilities

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to communicate effectively;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to work safely with electronic and electrical equipment;
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to operate hand and power tools and electronic testing apparatus;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to operate hand and power tools and electronic testing apparatus and execute confined space entry.

Approved by: BMA Date: 12/7/99
Revised: _____

*City of Manchester
New Hampshire*

In the year Two Thousand and twenty-one

AN ORDINANCE

“Amending Section 33.025, & 33.026 (Traffic Signals Technician II) of the Code of Ordinances of the City of Manchester.”

SECTION 33.025 COMPENSATION OF POSITIONS to be amended as follows:

Change Traffic Signals Technician II, Class Code 5241 to Grade 18, Nonexempt

SECTION 33.026 CLASS SPECIFICATIONS to be amended as follows:

Change Traffic Signals Technician II, Class Code 5241, Grade 18 (specs attached)

This Ordinance shall take effect upon its passage and all Ordinances or parts of Ordinances inconsistent therewith are hereby repealed.



City of Manchester, New Hampshire

Class Specification

This is a class specification and not an individualized job description. A class specification defines the general character and scope of responsibilities of all positions in a job classification, but it is not intended to describe and does not necessarily list every duty for a given position in a classification.

Class Title	Traffic Signals Technician II
Class Code Number	5241- 1816

General Statement of Duties

Maintains and repairs traffic signal devices; performs directly related work as required.

Distinguishing Features of the Class

The principal function of an employee in this class is to install, repair and maintain traffic control equipment. The work is performed under the supervision and direction of the assigned supervisor~~Traffic Signals Supervisor~~ but considerable leeway is granted for the exercise of independent judgement and initiative. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with other City employees, outside contractors, vendors and the public. The principal duties of this class are performed in a general shop environment and an outdoor work environment with potential personal hazards. This position may require the handling of hazardous waste.

Examples of Essential Work (illustrative only)

- Installs, maintains, repairs and adjusts traffic signals, controllers and related traffic systems;
- Inspects and repairs timing mechanisms, motors, circuits, flashers and magnetic devices;
- Performs preventive maintenance of traffic signals, controllers and related traffic systems.
Troubleshoots timing, detection, and operational complaints reported to Department DPW;
- Layouts, assembles, installs and tests electrical apparatus and wiring;
- Adjusts timing devices;

- Uses electrical test equipment, including ammeters, volt meters and related;
- Uses hand and power tools as appropriate to assigned duties;
- Performs and maintains thorough documentation on preventative maintenance activities;
- Performs component level bench repair on digital and analog electronic equipment, including trouble shooting as required;
- Sets-up and bench-tests new and repaired traffic signal equipment and performs conflict monitor testing;
- Performs underground cable location services;
- Constructs new permanent and temporary signals at intersections and school zones;
- Installs vehicle detection loops and other devices;
- Provides needed information and demonstrations concerning how to perform certain work tasks to new employees in the same or similar class of positions;
- Keeps immediate supervisor and designated others fully and accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems;
- Attends meetings, conferences, workshops and training sessions and reviews publications and audio-visual materials to become and remain current on the principles, practices and new developments in assigned work areas;
- Responds to citizens' questions and comments in a courteous and timely manner;
- Participates in International Municipal Signal Association (IMSA) Training Courses as necessary to learn/enhance skills;
- Communicates and coordinates regularly with appropriate others to maximize the effectiveness and efficiency of interdepartmental operations and activities;
- Performs other directly related duties consistent with the role and function of the classification.

Required Knowledge, Skills and Abilities
(at time of appointment)

- Thorough knowledge of electronic traffic control devices;
- Substantial knowledge of safety procedures and precautions relating to installation, maintenance and repair of traffic control devices.
- Ability to trouble shoot electronic equipment and perform repairs;
- Ability to read and understand blueprints, sketches and schematics;
- Ability to communicate effectively with others, both orally and in writing, using both technical and non-technical language;
- Ability to understand and follow oral and/or written policies, procedures and instructions;
- Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions;
- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Ability and willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
- Ability to be on-call for emergency repairs at any time;
- Ability to work in all weather conditions;

- Integrity, ingenuity and inventiveness in the performance of assigned tasks.

Acceptable Experience and Training

- Graduation from High School or possession of a GED, supplemented by additional training in electronics; and
- Considerable experience in electrical repair operations and maintenance; or
- Any equivalent combination of experience and training which provides the knowledge, skills and abilities necessary to perform the work.

Required Special Qualifications

- NH Journeyman's Electrician License.
- Class B CDL (must obtain license within six month of employment.);
- On call status

Essential Physical Abilities

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to communicate effectively;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to perform technical repair and maintenance of electronic and electrical equipment;
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to perform complex electronic repair and maintenance functions;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to work on-site throughout the City as needed.

Approved by: _____ BMA _____ Date: 7/7/2015 _____

Revised by: _____ Date: _____



City of Manchester, New Hampshire

Class Specification

This is a class specification and not an individualized job description. A class specification defines the general character and scope of responsibilities of all positions in a job classification, but it is not intended to describe and does not necessarily list every duty for a given position in a classification.

Class Title	Traffic Signals Technician II
Class Code Number	5241-18

General Statement of Duties

Maintains and repairs traffic signal devices; performs directly related work as required.

Distinguishing Features of the Class

The principal function of an employee in this class is to install, repair and maintain traffic control equipment. The work is performed under the supervision and direction of the assigned supervisor but considerable leeway is granted for the exercise of independent judgement and initiative. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with other City employees, outside contractors, vendors and the public. The principal duties of this class are performed in a general shop environment and an outdoor work environment with potential personal hazards. This position may require the handling of hazardous waste.

Examples of Essential Work (illustrative only)

- Installs, maintains, repairs and adjusts traffic signals, controllers and related traffic systems;
- Inspects and repairs timing mechanisms, motors, circuits, flashers and magnetic devices;
- Performs preventive maintenance of traffic signals, controllers and related traffic systems.
- Troubleshoots timing, detection, and operational complaints reported to Department; Layouts, assembles, installs and tests electrical apparatus and wiring;
- Adjusts timing devices;
- Uses electrical test equipment, including ammeters, volt meters and related;

- Uses hand and power tools as appropriate to assigned duties;
- Performs and maintains thorough documentation on preventative maintenance activities;
- Performs component level bench repair on digital and analog electronic equipment, including trouble shooting as required;
- Sets-up and tests new and repaired traffic signal equipment and performs conflict monitor testing;
- Performs underground cable location services;
- Constructs new permanent and temporary signals at intersections and school zones;
- Installs vehicle detection loops and other devices;
- Provides needed information and demonstrations concerning how to perform certain work tasks to new employees in the same or similar class of positions;
- Keeps immediate supervisor and designated others fully and accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems;
- Attends meetings, conferences, workshops and training sessions and reviews publications and audio-visual materials to become and remain current on the principles, practices and new developments in assigned work areas;
- Responds to citizens' questions and comments in a courteous and timely manner;
- Participates in training courses as necessary to learn/enhance skills;
- Communicates and coordinates regularly with appropriate others to maximize the effectiveness and efficiency of interdepartmental operations and activities;
- Performs other directly related duties consistent with the role and function of the classification.

<p style="text-align: center;">Required Knowledge, Skills and Abilities (at time of appointment)</p>

- Thorough knowledge of electronic traffic control devices;
- Substantial knowledge of safety procedures and precautions relating to installation, maintenance and repair of traffic control devices.
- Ability to trouble shoot electronic equipment and perform repairs;
- Ability to read and understand blueprints, sketches and schematics;
- Ability to communicate effectively with others, both orally and in writing, using both technical and non-technical language;
- Ability to understand and follow oral and/or written policies, procedures and instructions;
- Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions;
- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Ability and willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
- Ability to be on-call for emergency repairs at any time;
- Ability to work in all weather conditions;
- Integrity, ingenuity and inventiveness in the performance of assigned tasks.

Acceptable Experience and Training

- Graduation from High School or possession of a GED, supplemented by additional training in electronics; and
- Considerable experience in electrical repair operations and maintenance; or
- Any equivalent combination of experience and training which provides the knowledge, skills and abilities necessary to perform the work.

Required Special Qualifications

- NH Journeyman's Electrician License.
- Class B CDL (must obtain license within six month of employment.);
- On call status

Essential Physical Abilities

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to communicate effectively;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to perform technical repair and maintenance of electronic and electrical equipment;
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to perform complex electronic repair and maintenance functions;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to work on-site throughout the City as needed.

Approved by: _____ BMA _____ Date: 7/7/2015
Revised by: _____ Date: _____

City of Manchester
New Hampshire

In the year Two Thousand and twenty-one

AN ORDINANCE

“Amending Section 33.025, & 33.026 (Traffic Signals Supervisor) of the Code of Ordinances of the City of Manchester.”

SECTION 33.025 COMPENSATION OF POSITIONS to be amended as follows:

Change Traffic Signals Supervisor, Class Code 5270, to grade 19, Nonexempt

SECTION 33.026 CLASS SPECIFICATIONS to be amended as follows:

Change Traffic Signals Supervisor, Class Code 5270, Grade 19 (specs attached)

This Ordinance shall take effect upon its passage and all Ordinances or parts of Ordinances inconsistent therewith are hereby repealed.



City of Manchester, New Hampshire

Class Specification

This is a class specification and not an individualized job description. A class specification defines the general character and scope of responsibilities of all positions in a job classification, but it is not intended to describe and does not necessarily list every duty for a given position in a classification.

Class Title	Traffic Signals Supervisor
Class Code Number	5270-197

General Statement of Duties

Oversees the maintenance and repair of traffic signal devices; performs directly related work as required.

Distinguishing Features of the Class

The principal function of an employee in this class is to oversee daily assigned work of the Traffic Signal Technician crew and ensure all work guidelines are adhered to in electronic maintenance operations. The work is performed under the supervision and direction of the assigned supervisor, ~~Traffic Engineer and Traffic Operations Superintendent~~ but, considerable leeway is granted for the exercise of independent judgement and initiative. Supervision is exercised over the work of employees in the class of Traffic Signals Technician I and II. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with other City employees, outside contracts, vendors and the public. The principal duties of this class are performed in a general shop environment and an outdoor work environment with potential personal hazards. This position may require the handling of hazardous waste.

Examples of Essential Work (illustrative only)

- Supervises, trains, evaluates and coordinates the work of Traffic Signals Technicians I and II in all electronic, electrical and physical work requirements involved in installation, repair and maintenance activities;
- Prioritizes daily job assignments;

- Responsible for the completion of job assignments to ensure compliance with standards and instructions and revises instructions and time frames as necessary;
- Trains employees on equipment, task procedures, work standards and proper safety procedures;
- Completes thorough and accurate reports on daily work activities, including tasks completed;
- Sets-up and bench tests new and repaired traffic signal equipment;
- Maintains detailed files of each intersection, including schematic timing program charts and related information specific to that intersection;
- Performs final inspections of signals and systems installed by outside contractors;
- Procures, inventories and distributes needed supplies and equipment;
- Installs, maintains, repairs and adjusts traffic signals, [signal poles](#), [pedestrian equipment](#), controllers and related traffic systems;
- [Troubleshoots timing, detection, and operational](#) ~~complaints reported to DPW~~ [malfunctions](#);
- Inspects and repairs timing mechanisms, motors, circuits, flashers and magnetic devices;
- Layouts, assembles, installs and tests electrical apparatus and wiring;
- Adjusts timing devices;
- Uses electrical test equipment, including ammeters, volt meters and related;
- Uses hand and power tools as appropriate to assigned duties;
- Performs and maintains thorough documentation on preventative maintenance activities;
- Performs component level bench repair on digital and analog electronic equipment, including trouble shooting as required;
- Performs underground cable location services;
- Constructs new permanent and temporary signals at intersections and school zones;
- Installs vehicle detection loops and other devices;
- Provides needed information and demonstrations concerning how to perform certain work tasks to new employees in the same or similar class of positions;
- [Coordinates with signal contractors performing work on the City's infrastructure](#) ~~(for example including:~~ [emergency repair, construction, and off-site improvements for development](#));
- Keeps immediate supervisor and designated others fully and accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems;
- Attends meetings, conferences, workshops and training sessions and reviews publications and audio-visual materials to become and remain current on the principles, practices and new developments in assigned work areas;
- Responds to citizens' questions and comments in a courteous and timely manner;
- Communicates and coordinates regularly with appropriate others to maximize the effectiveness and efficiency of interdepartmental operations and activities;
- Performs other directly related duties consistent with the role and function of the classification.

Required Knowledge, Skills and Abilities
(at time of appointment)

- Comprehensive knowledge of the use of power tools and equipment.
- Thorough knowledge of electronic traffic control devices;
- Ability to supervise, train, evaluate and coordinate the work of others;
- Ability to trouble shoot electronic equipment and perform repairs;
- Ability to read and understand blueprints, sketches and schematics;
- Ability to communicate effectively with others, both orally and in writing, using both technical and non-technical language;
- Ability to understand and follow oral and/or written policies, procedures and instructions;
- Ability to prepare and present accurate and reliable reports containing findings and recommendations on field operations;
- Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions;
- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Ability and willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
- Ability to be on-call for emergency repairs at any time;
- Ability to work in all weather conditions;
- Integrity, ingenuity and inventiveness in the performance of assigned tasks.

Acceptable Experience and Training

- Graduation from an accredited college or university with an Associate's Degree in Electronics; and
- ~~Some~~**Considerable** experience in electrical repair operations; or
- Any equivalent combination of experience and training which provides the knowledge, skills and abilities necessary to perform the work.

Required Special Qualifications

- Class B CDL; (Must obtain license within six months of employment)
- NH Master's Electrician License.
- On call status

Essential Physical Abilities

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to communicate effectively;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to perform technical repair and maintenance of electronic and electrical equipment;
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to perform complex electronic repair and maintenance functions;

- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to work on-site throughout the City as needed.

Approved by: _____ Date: _____

Revised by: BMA _____ Date: 7/7/2015



City of Manchester, New Hampshire

Class Specification

This is a class specification and not an individualized job description. A class specification defines the general character and scope of responsibilities of all positions in a job classification, but it is not intended to describe and does not necessarily list every duty for a given position in a classification.

Class Title	Traffic Signals Supervisor
Class Code Number	5270-19

General Statement of Duties

Oversees the maintenance and repair of traffic signal devices; performs directly related work as required.

Distinguishing Features of the Class

The principal function of an employee in this class is to oversee daily assigned work of the Traffic Signal Technician crew and ensure all work guidelines are adhered to in electronic maintenance operations. The work is performed under the supervision and direction of the assigned supervisor, but, considerable leeway is granted for the exercise of independent judgement and initiative. Supervision is exercised over the work of employees in the class of Traffic Signals Technician I and II. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with other City employees, outside contracts, vendors and the public. The principal duties of this class are performed in a general shop environment and an outdoor work environment with potential personal hazards. This position may require the handling of hazardous waste.

Examples of Essential Work (illustrative only)

- Supervises, trains, evaluates and coordinates the work of Traffic Signals Technicians I and II in all electronic, electrical and physical work requirements involved in installation, repair and maintenance activities;
- Prioritizes daily job assignments;

- Responsible for the completion of job assignments to ensure compliance with standards and instructions and revises instructions and time frames as necessary;
- Trains employees on equipment, task procedures, work standards and proper safety procedures;
- Completes thorough and accurate reports on daily work activities, including tasks completed;
- Sets-up and bench tests new and repaired traffic signal equipment;
- Maintains detailed files of each intersection, including schematic timing program charts and related information specific to that intersection;
- Performs final inspections of signals and systems installed by outside contractors;
- Procures, inventories and distributes needed supplies and equipment;
- Installs, maintains, repairs and adjusts traffic signals, signal poles, pedestrian equipment, controllers and related traffic systems;
- Troubleshoots timing, detection, and operational malfunctions; Inspects and repairs timing mechanisms, motors, circuits, flashers and magnetic devices;
- Layouts, assembles, installs and tests electrical apparatus and wiring;
- Adjusts timing devices;
- Uses electrical test equipment, including ammeters, volt meters and related;
- Uses hand and power tools as appropriate to assigned duties;
- Performs and maintains thorough documentation on preventative maintenance activities;
- Performs component level bench repair on digital and analog electronic equipment, including trouble shooting as required;
- Performs underground cable location services;
- Constructs new permanent and temporary signals at intersections and school zones;
- Installs vehicle detection loops and other devices;
- Provides needed information and demonstrations concerning how to perform certain work tasks to new employees in the same or similar class of positions;
- Coordinates with signal contractors performing work on the City's infrastructure including: emergency repair, construction, and off-site improvements for development;
- Keeps immediate supervisor and designated others fully and accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems;
- Attends meetings, conferences, workshops and training sessions and reviews publications and audio-visual materials to become and remain current on the principles, practices and new developments in assigned work areas;
- Responds to citizens' questions and comments in a courteous and timely manner;
- Communicates and coordinates regularly with appropriate others to maximize the effectiveness and efficiency of interdepartmental operations and activities;
- Performs other directly related duties consistent with the role and function of the classification.

Required Knowledge, Skills and Abilities (at time of appointment)
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- Comprehensive knowledge of the use of power tools and equipment.
- Thorough knowledge of electronic traffic control devices;

- Ability to supervise, train, evaluate and coordinate the work of others;
- Ability to trouble shoot electronic equipment and perform repairs;
- Ability to read and understand blueprints, sketches and schematics;
- Ability to communicate effectively with others, both orally and in writing, using both technical and non-technical language;
- Ability to understand and follow oral and/or written policies, procedures and instructions;
- Ability to prepare and present accurate and reliable reports containing findings and recommendations on field operations;
- Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions;
- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Ability and willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
- Ability to be on-call for emergency repairs at any time;
- Ability to work in all weather conditions;
- Integrity, ingenuity and inventiveness in the performance of assigned tasks.

Acceptable Experience and Training

- Graduation from an accredited college or university with an Associate's Degree in Electronics; and
- Some experience in electrical repair operations; or
- Any equivalent combination of experience and training which provides the knowledge, skills and abilities necessary to perform the work.

Required Special Qualifications

- Class B CDL; (Must obtain license within six months of employment)
- NH Master's Electrician License.
- On call status

Essential Physical Abilities

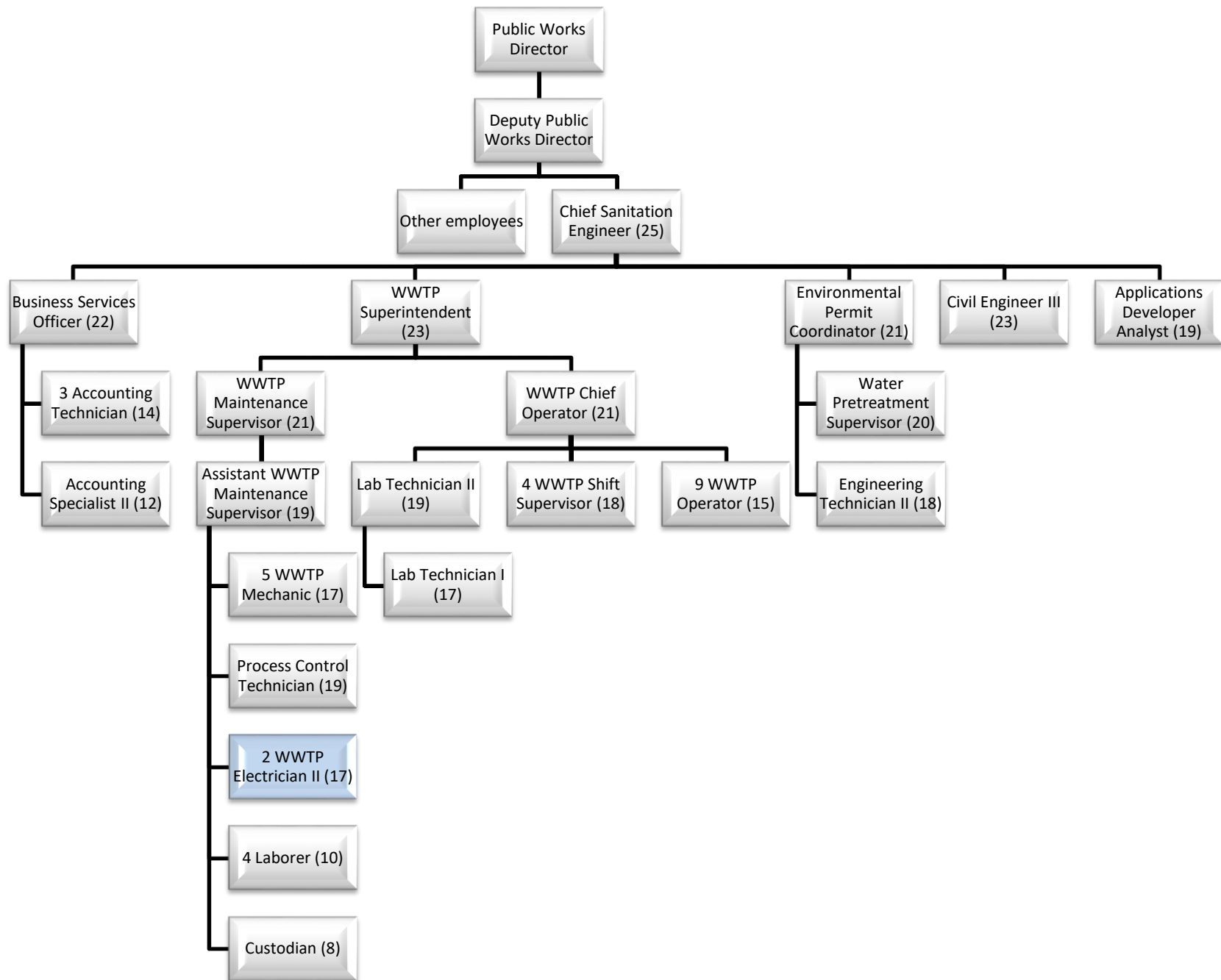
- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to communicate effectively;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to perform technical repair and maintenance of electronic and electrical equipment;
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to perform complex electronic repair and maintenance functions;

- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to work on-site throughout the City as needed.

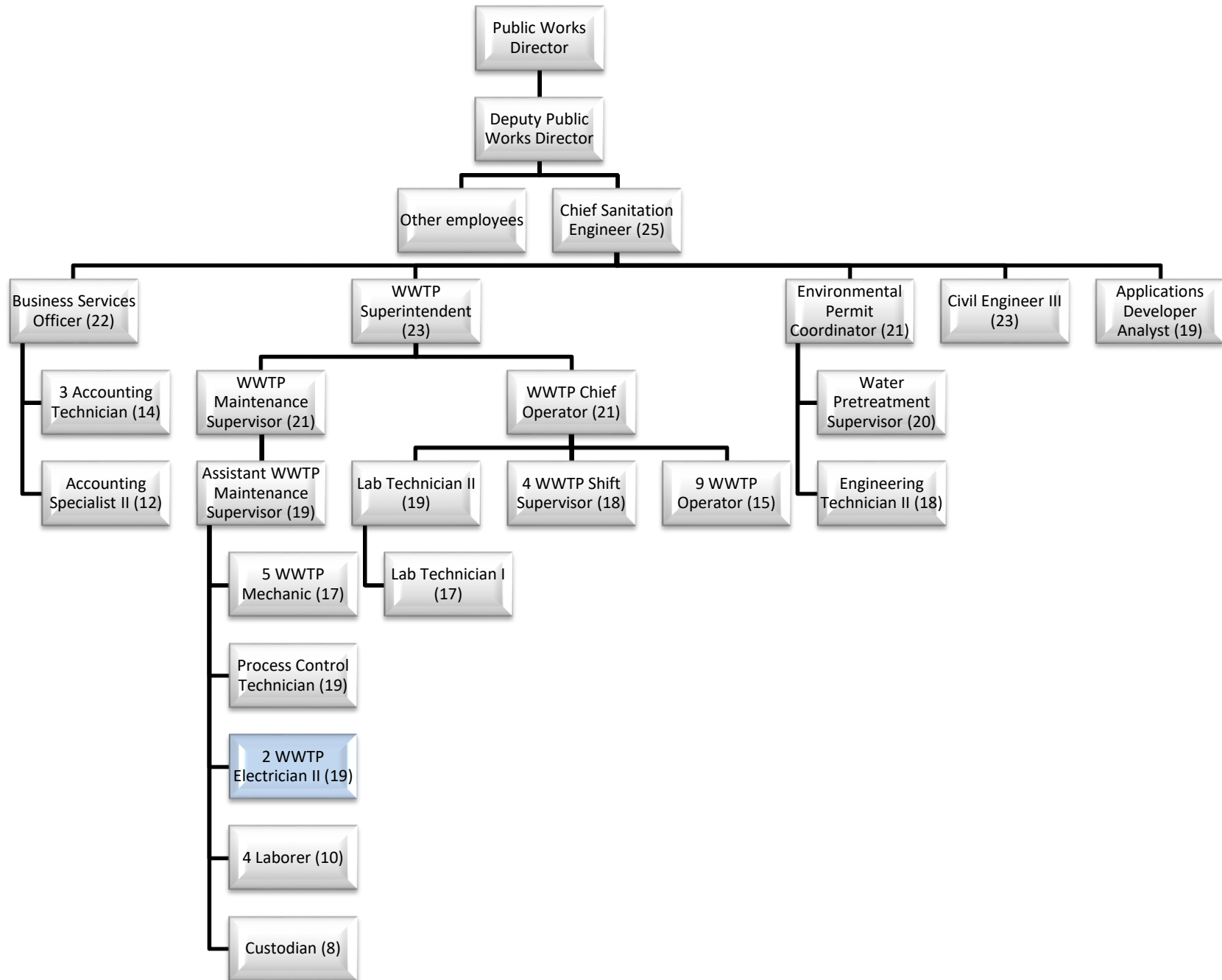
Approved by: _____ Date: 07/17/2015

Revised by: BMA Date: _____

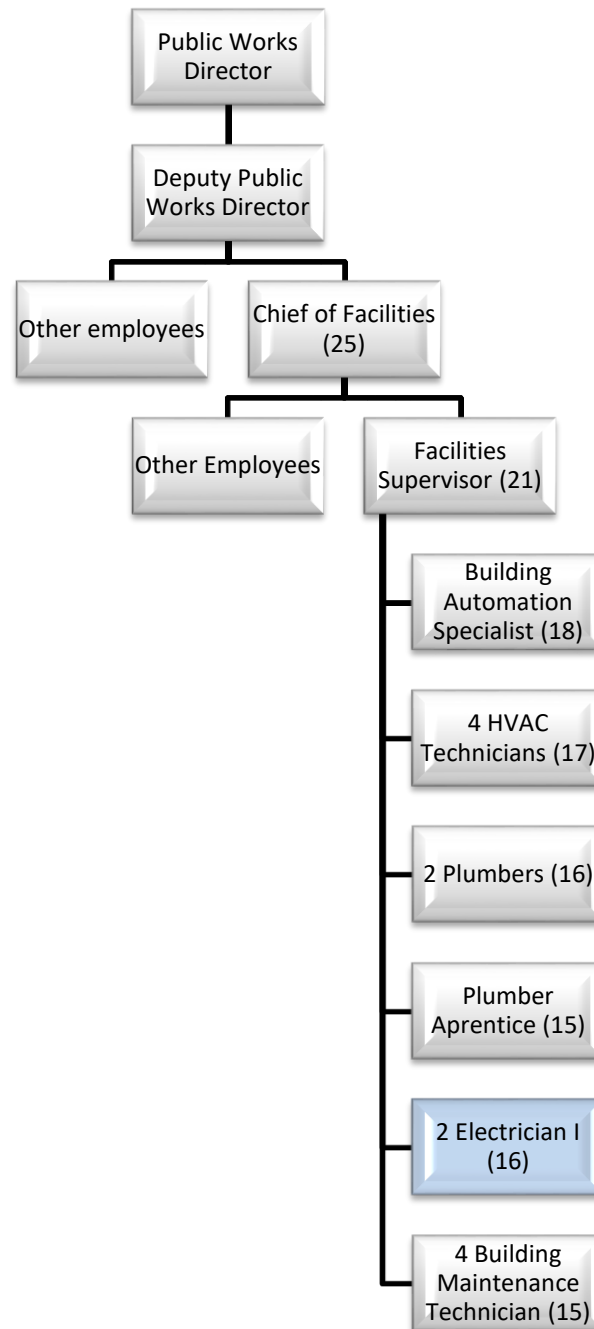
EPD Before Org Chart



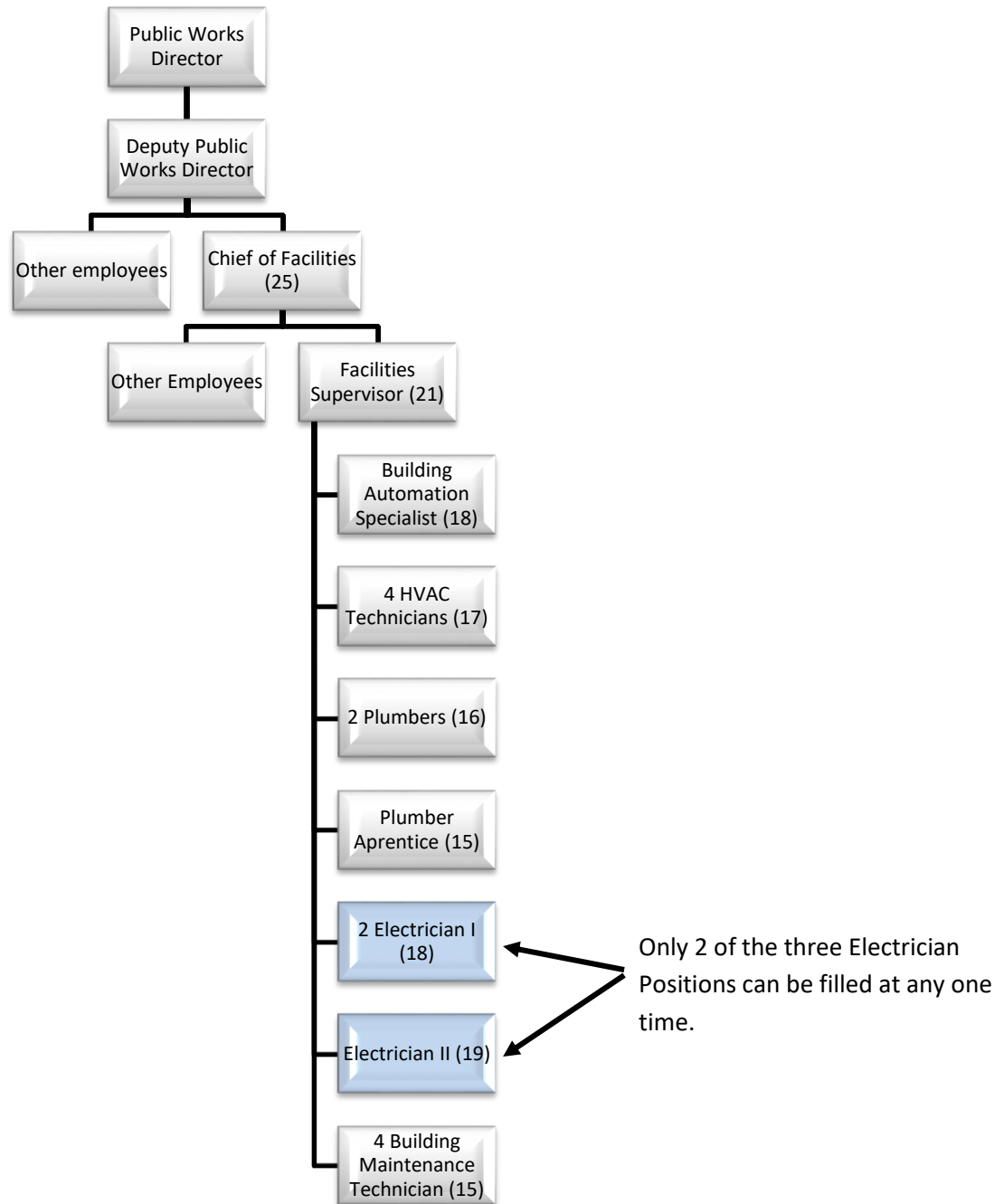
EPD After Org Chart



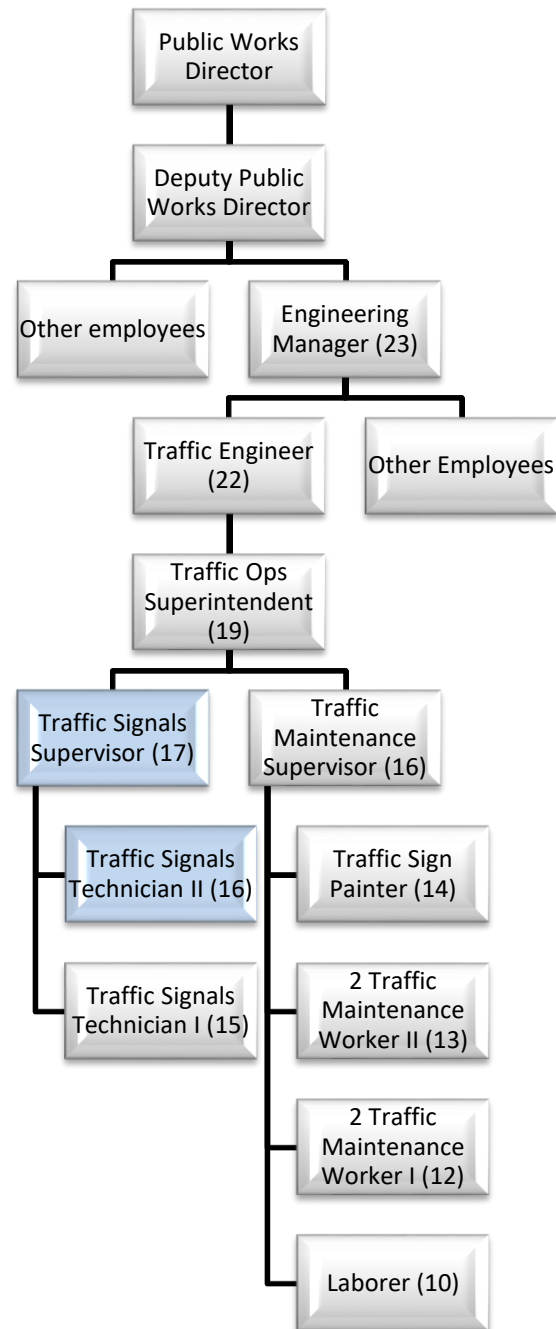
Facilities Before Org Chart



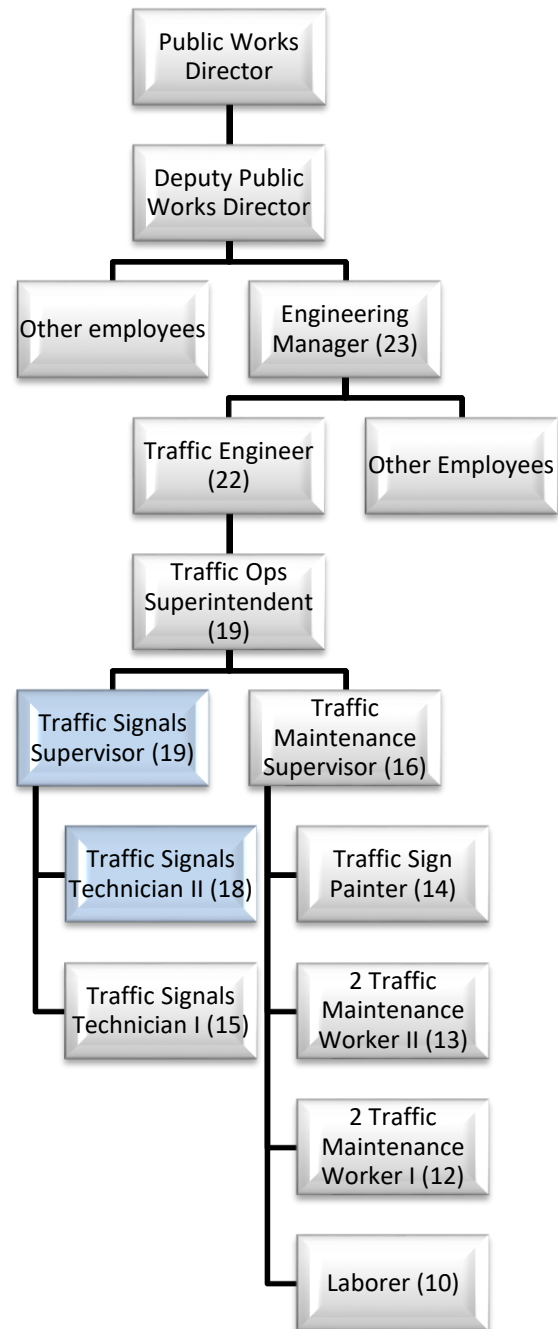
Facilities After Org Chart



Traffic Before Org Chart



Traffic After Org Chart



Kathleen Ferguson
Human Resources Director



CITY OF MANCHESTER

Human Resources Department

April 22, 2021

Alderman Will Stewart, Chair
Human Resources and Insurance Committee
City of Manchester
One City Hall Plaza
Manchester, NH 03101

Dear Chair Stewart and HRIC Members:

Water Works Director, Philip Croasdale requested a new class specification for a Watershed Patrol Officer (Seasonal/Temp.). The new Watershed Patrol Officer (Seasonal/Temp.) position does not perform all of the duties that a fulltime Watershed Patrol Officer (4050) grade 17 performs.

The Seasonal/Temp. position **does not**:

- Assist watershed maintenance crews with tree removal, equipment operation and duties as needed;
- Install and maintain docks at boat launches;
- Scuba dive to clean and maintain water intake pipes and surrounding structures;
- Scuba dive to remove milfoil and other invasive aquatic species;
- Perform painting, carpentry work, welding and minor repairs of related equipment.

The new Watershed Patrol Officer (Seasonal/Temp.) does not have to have the ability to operate a motorcycle, or a snowmobile, though the fulltime Watershed Patrol Officer does have to have the ability to operate them.

Another difference in the fulltime versus the seasonal/temp position is in the “required special qualifications.” The Seasonal/Temps., **do not require**:

- a CDL B w/Air Brake endorsement;
- Open Water Diver Certification;
- NH DES Aquatic Invasive Species Control Certification; or
- Ice Rescue Certification.

Due to the reduced examples of essential work and decreased “required special qualifications,” the Watershed Patrol Officer (Seasonal/Temp.) (4048) has a grade of 16.

1 City Hall Plaza • Human Resources Department • Manchester, New Hampshire 03101 • (603) 624-6543 •
FAX: (603) 628-6065
E-mail: HumanResources@ManchesterNH.gov • Website: www.manchesternh.gov

Human Resources recommends:

- Adding a new class specification Watershed Patrol Officer (4048) grade 16 to the accepted list of City of Manchester class specifications.

Respectfully submitted,

Kathleen Ferguson, PHR, SHRM-CP
Human Resources Director



MANCHESTER WATER WORKS

281 LINCOLN STREET • MANCHESTER, NEW HAMPSHIRE 03103 • (603) 624-6494



BOARD OF WATER COMMISSIONERS

DANIELLE YORK
President

HAROLD SULLIVAN
Clerk

Ex Officio
HON. JOYCE CRAIG
Mayor

PHILIP W. CROASDALE
Director

April 20, 2021

Ms. Kathleen Ferguson
Human Resources Director
One City Hall Plaza
Manchester, NH 03101

Dear Kathy,

The Manchester Water Works is requesting that a new job specification be added to our compliment to clearly address the duties and qualifications for our Temporary Seasonal Watershed Patrol Officers. The new job Class Specification would be titled: "Watershed Patrol Officer – Seasonal Temporary".

Until recently, temporary seasonal patrolmen were classed under the (full-time) Watershed Patrol Officer I position. That position was reclassified in 2020 and many new duties, responsibilities, and qualifications were added to reflect the needs of the department for full time officers. Seasonal patrolmen are not expected to and do not perform these added duties and responsibilities therefore do not require the additional qualifications needed to perform such tasks (see that the permanent full time officers require. Therefore, the job class should reflect the seasonal position specifically.

We appreciate the opportunity to discuss the details of the seasonal position and appreciate your staffs time in reviewing. Our temporary seasonal patrol officers play a vital role in protecting our drinking water supply in the warm summer months when recreational use on the watershed is the busiest. Fortunately, seasonal staff often return each summer with acquired knowledge and experience patrolling our 24,000-acre watershed. The patrol officers maintain order and are a friendly face to assist visitors in needs or guidance.

John O'Neil, Watershed Land & Property Manager and myself are available at your convenience to answer questions you may have concerning this request.

Sincerely,

Philip W. Croasdale

Philip W. Croasdale
Director

PC: vg

City of Manchester *New Hampshire*

In the year Two Thousand and twenty-one

AN ORDINANCE

“Amending Section 33.024, 33.025, & 33.026 (Watershed Patrol Officer Seasonal/ Temporary) of the Code of Ordinances of the City of Manchester.”

SECTION 33.024 CLASSIFICATION OF POSITIONS to be amended as follows:

Reclassify Watershed Patrol Officer to Watershed Patrol Officer (Seasonal/ Temporary), Class Code 4048-16

SECTION 33.025 COMPENSATION OF POSITIONS to be amended as follows:

Change Watershed Patrol Officer (Seasonal /Temporary), Class Code 4048-16, Non-Exempt

SECTION 33.026 CLASS SPECIFICATIONS to be amended as follows:

Watershed Patrol Officer (Seasonal/Temporary), Class Code 4048-16 (specs attached)

This Ordinance shall take effect upon its passage and all Ordinances or parts of Ordinances inconsistent therewith are hereby repealed.



City of Manchester, New Hampshire

Class Specification

This is a class specification and not an individualized job description. A class specification defines the general character and scope of responsibilities of all positions in a job classification, but it is not intended to describe and does not necessarily list every duty for a given position in a classification.

Class Title	Watershed Patrol Officer ((Seasonal/Temp)oraryTemporary Seasonal)I
Class Code Number	40 <u>4850-167</u>

General Statement of Duties

Patrols assigned areas within the City's watershed to ensure compliance with environmental regulations; performs directly related work as required.

Distinguishing Features of the Class

The principal function of an employee in this class is to prevent contamination of the City's watershed. The work is performed under the supervision and direction of the assigned supervisor, Water Patrol Officer II but considerable leeway is granted for the exercise of independent judgement and initiative. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with other City employees, representatives of the Manchester Police Department and other area Police Departments, and the public. The principal duties of this class are performed in both an indoor and outdoor work environment in the course of patrol duties with the potential for personal danger.

Examples of Essential Work (illustrative only)

- Patrols watershed areas and monitors activity to identify violations of applicable watershed protection, environmental and trespassing law and takes appropriate actions to deal with the

- situation, including making arrests and charging a suspect, issuing citations, issuing written warnings or rectifying the situation through a dialogue with all parties involved as warranted;
- Performs inspections of commercial and industrial sites to ensure compliance with State environmental regulations, notifies proprietors of deficiencies and recommends corrective action;
- Works with NH DES representatives and other state agencies involving environmental related issues;
- Inspects septic systems to determine system adequacy;
- Enforces all local, state and federal laws, as well as watershed protection traffic laws, boating, forestry, and fish and game laws, and issues citations for violations;
- Performs routine maintenance on waterworks property and structures, including brush removal, and litter collection, painting, carpentry work, welding, and minor repairs of related equipment;
- ~~Assists Watershed Maintenance Crews with tree removal, equipment operation and other duties as needed;~~
- ~~Installs and maintains docks at boat launches;~~
- Takes water samples and assists the Laboratory when needed;
- ~~Scuba dives to clean and maintain water intake pipes and surrounding structures;~~
- ~~Scuba dives to remove milfoil and other invasive aquatic species;~~
- ~~Scuba dives to place, relocate and remove milfoil mats and operates associated heavy equipment used for invasive species control;~~
- Obtain various readings from gauges throughout the watershed and related facilities;
- Responds to calls and/or complaints from citizens, involving arriving at the scene, taking statements from all parties involved, identifying a violation if one exists, and taking appropriate arrest and/or citation steps as the situation warrants;
- Maintains a highly visible presence within assigned areas for the purpose of deterring crime as possible, maintaining good community relations and providing an identifiable source for citizens to go to for assistance, guidance, protection and service;
- Maintains an awareness of any emergency situation in the community, including fires, natural disasters and environmental hazards, and notifies appropriate departments or agencies;
- Transports prisoners, if necessary, to the appropriate police station, jail or facility;
- Testifies in court as needed;
- Performs a daily activity of public relations through speaking with citizens, responding to their needs as possible and explaining through actions and words the goals and purposes of applicable environmental regulations;
- Informs Water administrative personnel immediately of any situation which appears to be out of the ordinary;
- Provides needed information and demonstrations concerning how to perform certain work tasks to new employees in the same or similar class of positions;
- Keeps immediate supervisor and designated others fully and accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems;

- Attends meetings, conferences, workshops and training sessions and reviews publications and audio-visual materials to become and remain current on the principles, practices and new developments in assigned work areas;
- Responds to citizens' questions and comments in a courteous and timely manner;
- Communicates and coordinates regularly with appropriate others to maximize the effectiveness and efficiency of interdepartmental operations and activities;
- Performs other directly related duties consistent with the role and function of the classification.

Required Knowledge, Skills and Abilities
(at time of appointment)

- Substantial knowledge of local, State and Federal laws as applicable to environmental law enforcement;
- Substantial knowledge of current law enforcement practices and methods;
- Substantial knowledge of law enforcement equipment, including vehicles, communications units, body armor, handcuffs, firearms, medical kits, chemical agents, taser and other related equipment;
- Maintains security and possession of firearms and related equipment at all times;
- Ability to work in situations involving confusion and potential danger to oneself, citizens or another Officer and to make quick decisions which secure the safety of all individuals involved;
- Ability to use a Police vehicle in dangerous traffic conditions and prevent harm to oneself and others;
- Ability to use good judgement regarding the use of force;
- Ability to command authority from members of the public through a calm demeanor and appropriate actions;
- Ability to quickly learn the policies and procedures of assigned Department;
- Ability to quickly learn the geographical layout of the watershed;
- Ability to perform basic first aid procedures;
- Ability to read deeds and maps to identify boundary lines;
- Ability to use a compass and understand bearings to locate property monuments and markers, as well as locate unmarked boundary lines;
- Ability to identify and document property encroachments;
- Ability to operate or quickly learn to operate a mobile data terminal in a police equipped vehicle to write reports and run information related to investigations;
- Ability to communicate effectively with others, both orally and in writing, using both technical and non-technical language;
- Ability to understand and follow oral and/or written policies, procedures and instructions;
- Ability to prepare and present accurate and reliable reports containing findings and recommendations;
- Ability to operate a patrol boat and, ATV, ~~motorcycle, and snowmobile~~;
- Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions;

- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Ability and willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
- Integrity, ingenuity and inventiveness in the performance of assigned tasks.

Acceptable Experience and Training

- Graduation from High School or possession of a GED, preferably supplemented by some additional training in biology, environmental sciences, law enforcement or related; or
- Any equivalent combination of experience and training which provides the knowledge, skills and abilities necessary to perform the work.

Required Special Qualifications

- Twenty-one years of age;
- Ability to pass a background check;
- Ability to pass a drug test;
- Valid Driver's License (passenger, ~~motorcycle~~, and boat);
- ~~CDL-B w/ Air Brake endorsement;~~
- ~~Open Water Diver Certified;~~
- ~~NH DES Aquatic Invasive Species Control Certification;~~
- ~~Ice Rescue Certification;~~
- First Aid and AED Training Certificate; and
- NH Part-Time Police Officer Certification (within 1 year)

Essential Physical Abilities

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to communicate effectively;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to observe community activities in the course of law enforcement duties;
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to operate equipment and detain individual as necessary;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to patrol assigned areas.

Approved by: BMA Date: April 4, 2000



City of Manchester, New Hampshire

Class Specification

This is a class specification and not an individualized job description. A class specification defines the general character and scope of responsibilities of all positions in a job classification, but it is not intended to describe and does not necessarily list every duty for a given position in a classification.

Class Title	Watershed Patrol Officer (Seasonal/Temp)
Class Code Number	4048-16

General Statement of Duties

Patrols assigned areas within the City's watershed to ensure compliance with environmental regulations; performs directly related work as required.

Distinguishing Features of the Class

The principal function of an employee in this class is to prevent contamination of the City's watershed. The work is performed under the supervision and direction of the assigned supervisor, but considerable leeway is granted for the exercise of independent judgement and initiative. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with other City employees, representatives of the Manchester Police Department and other area Police Departments, and the public. The principal duties of this class are performed in both an indoor and outdoor work environment in the course of patrol duties with the potential for personal danger.

Examples of Essential Work (illustrative only)

- Patrols watershed areas and monitors activity to identify violations of applicable watershed protection, environmental and trespassing law and takes appropriate actions to deal with the situation, including making arrests and charging a suspect, issuing citations, issuing written warnings or rectifying the situation through a dialogue with all parties involved as warranted;

- Performs inspections of commercial and industrial sites to ensure compliance with State environmental regulations, notifies proprietors of deficiencies and recommends corrective action;
- Works with NH DES representatives and other state agencies involving environmental related issues;
- Inspects septic systems to determine system adequacy;
- Enforces all local, state and federal laws, as well as watershed protection ~~traffic~~ laws, boating, forestry, and fish and game laws, and issues citations for violations;
- Performs routine maintenance on waterworks property and structures, including brush removal, and litter collection.,
- Takes water samples and assists the Laboratory when needed;
- Obtain various readings from gauges throughout the watershed and related facilities;
- Responds to calls and/or complaints from citizens, involving arriving at the scene, taking statements from all parties involved, identifying a violation if one exists, and taking appropriate arrest and/or citation steps as the situation warrants;
- Maintains a highly visible presence within assigned areas for the purpose of deterring crime as possible, maintaining good community relations and providing an identifiable source for citizens to go to for assistance, guidance, protection and service;
- Maintains an awareness of any emergency situation in the community, including fires, natural disasters and environmental hazards, and notifies appropriate departments or agencies;
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- Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions;
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Required Special Qualifications

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- Ability to pass a background check;
- Ability to pass a drug test;
- Valid Driver's License (passenger, and boat);
- First Aid and AED Training Certificate; and
- NH Part-Time Police Officer Certification (within 1 year)

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Approved by: BMA Date: April 4, 2000



CITY OF MANCHESTER
Board of Aldermen

MEMORANDUM

To: Committee on Human Resources/Insurance
Aldermen Stewart, Hirschmann, Barry, Cavanaugh, and Roy

From: Alderman Jim Roy
Ward 4 *Jim Roy*

Date: December 8, 2020

Re: Proposal to Conduct Evaluation of Fire Department

Due to the significant shift of duties for Firefighter personnel within the last ten years, I believe we should discuss and ultimately hire an independent firm to evaluate the Fire Department. An evaluation of the department in its entirety has never been more critical than right now to determine if there are systemic stressors within the department that are adversely affecting the mental health of the members.

I believe the single most important asset within our city is our employees and it is imperative that we, as a board, make every effort to protect them.

Thank you for your consideration.



CITY OF MANCHESTER
Board of Aldermen

MEMORANDUM

To: Will Stewart, Chairman Human Resources & Insurance Committee
Members, Human Resources & Insurance Committee

From: Alderman Ross Terrio *R. Terrio*

Date: January 27, 2021

Re: Continuation of Healthcare Benefits for the Family of James McNeil

The family of firefighter James McNeil has lost their healthcare benefit after his recent death. Mr. McNeil was a long time, dedicated and loyal Manchester firefighter. I am proposing that we extend healthcare benefits to his family for six months until his estate goes through probate court, which is currently expected to be in July 2021.

Thank you for your consideration.